

WORKING SMARTER NOT HARDER



Management & Leadership Course

LEARNING OUTCOMES

- Clearly understand the responsibilities and expectations of their role as a supervisor or manager.
- Demonstrate effective communication skills to build clarity, trust, and collaboration.
- Identify their preferred communication and management style using the DISC® Profile.
- Adapt their approach to suit different individuals, teams, and workplace situations.
- Apply the principles of coaching and counselling to support employee development and performance.
- Deliver balanced, constructive feedback that motivates and drives improvement.
- Delegate tasks confidently and effectively to enhance individual growth and organisational performance.

COURSE OVERVIEW

This course is designed to help you achieve the right balance as a leader and earn the respect of your team by understanding communication styles, performance management, and effective feedback. You'll learn how to delegate tasks confidently, motivate others, and manage performance with clarity and fairness. Participants will also create a personalised development plan using our Personal Development Plan Tracker to apply new skills and knowledge back in the workplace. Ideal for supervisors and first-time managers seeking practical tools and techniques to build cooperation, confidence, and team success.

TOPICS COVERED IN THIS COURSE

Understanding Your Role

Explore the key responsibilities and expectations of a supervisor or manager and how to lead effectively.

Communicating with Impact

Develop effective communication and questioning skills to build trust, clarity, and engagement within your team.

Feedback and Coaching Skills

Learn how to give and receive constructive feedback that supports growth and performance improvement.

Situational Management

Adapt your management approach to suit different people and situations for better results.

Performance Management

Understand how to diagnose development needs, set clear objectives, and manage individual and team performance.

Performance Conversations

Build confidence in holding honest, structured, and supportive performance discussions.

Delegation and Empowerment

Learn how to delegate tasks effectively to develop others and increase team efficiency.

Personal and Behavioural Development

Create your own development plan using the Personal Development Plan Tracker and gain insight into your DISC® Behavioural Profile to enhance self-awareness and leadership effectiveness.