

# Centre for Achievement

## Essential Skills of Highly Successful Managers and Supervisors

2-day Leadership Accelerator Program

### Who should attend:

Managers  
Supervisors  
Team Leaders  
Aspiring Managers, supervisors, team leaders  
Business Owners  
Experienced Managers wanting to refresher their skills



## Seminar Outcomes

- DEVELOP AND STRENGTHEN** critical leadership ability
- POSITIVELY ENGAGE** with each and every team member
- CONFIDENTLY DELIVER** constructive feedback to team members
- LEAD AND MOTIVATE** your team for maximum performance
- COMMAND CREDIBILITY** and respect when communicating
- HARNESS** your productivity and that of your team
- LEARN THE FUNDAMENTALS** for successful organisational change management
- BUILD SKILLS** to effectively handle work related conflict
- UNDERSTAND** the principles for reducing and controlling stress

All the critical skills needed to be an effective leader are covered in this intensive and hands-on workshop. Current day leaders need to be constantly honing their skills, thus boosting performance, productivity and also the bottom line. In this workshop participants will gain cutting edge insights into how to best motivate staff, deal with behavioral problems, problem solve, manage change, address conflict, manage workload, lead by example, and excel as a highly successful leader.

## Your Next Step

Want to know more? Contact us today for a confidential discussion. **Phone:** 03 9440 7788.

**Email:** [admin@centreforachievement.com](mailto:admin@centreforachievement.com)

# Program Content

## **STOP JUGGLING: HOW TO GAIN MORE CONTROL OVER YOUR WORKING DAY**

How to get off to a running start each day  
A valuable planning strategy for controlling your working day  
Establish your true priorities by asking these questions  
Competing priorities? Here's how to handle them  
Don't put quality on the backburner!  
Deadlines and how to meet them on time and every time

## **MINIMISING INTERRUPTIONS**

Uninvited and unwanted interruptions  
Visitors who overstay their welcome and how best to handle the situation  
Telephone interruptions and how best to handle them  
Don't let email interruptions ruin your day  
Need more uninterrupted time?

## **DEALING WITH OTHERS**

Taking control of meetings  
The do's and don'ts and benefits of effective delegation  
The key steps to effective delegation  
Understanding personal productivity styles  
Tweak your personality style and reap the rewards

## **ORGANISING YOURSELF AND YOUR SURROUNDINGS**

The value of fingertip management  
Untidy Desk, Can't Find Anything?  
Working with Natural Energy Levels  
Multitasking  
The Pareto Principle  
Proven ways to beat procrastination

Don't self-sabotage

## **PROJECT PLANNING**

What is a project?  
Step 1: getting this right is critical.  
Applying the principles of project planning to your work  
The project life cycle  
Triple Constraints will help you set priorities  
Effective tools to help you manage your project

## **EFFECTIVE COMMUNICATION**

Clear communication  
Effective listening skills  
How to say NO assertively and without offending  
The do's and don'ts and the benefits of effective delegation  
Working effectively with your Supervisor  
Reporting to multiple bosses

## **LOOKING AFTER YOURSELF: LESS STRESS AND MORE FOCUS**

Understanding the three stages of stress  
The long term consequences of negative stress  
Dealing with work related stress  
Here's how to avoid burnout  
The power of thoughts  
Your personal action plan for stress reduction

## **YOUR ACTION PLAN FOR INCREASED PRODUCTIVITY**