

Essential Skills for Supervisors, Team Leaders, and Frontline Managers workshop

1 Management Basics	<p>The basics of managing and leading in the 21st century Kiwi workplace that everything else builds on:</p>	<ul style="list-style-type: none"> ❖ Positive mindsets - why people with a positive mindset work faster, make better, quicker decisions and are generally more productive - and how to create and maintain positive mindsets for yourself & others. ❖ The Power of the Human Mind – why it's so important to have everyone's heads in the right place, understanding exactly what the business expects of them, its goals, and how they fit into that. ❖ What makes Kiwis tick – what's so distinctive about Kiwi culture and why that is so important for managing people (and all aspects of management). ❖ Working with people from different places and cultures. In today's multicultural workplace increasingly, people are working outside their cultural comfort zones – and it affects productivity.
2 Leadership & Teams	<p>How everyone can learn to be a great team leader:</p>	<ul style="list-style-type: none"> ❖ Managing, Leading and Motivating people in the Kiwi workplace. ❖ Turning individuals into teams, understanding what gets in the way, and what to do about it. ❖ Becoming an effective leader - how anyone can learn. ❖ A toolbox of ready to use leadership tips and techniques.
3 Better Decisions	<p>How to solve problems and make better, more timely decisions:</p>	<ul style="list-style-type: none"> ❖ What makes a good decision. ❖ Decision making basics. ❖ A formal approach to making big, important decisions where the risks or costs are high. ❖ Tools to help solve everyday problems and make better decisions.
4 Delegating & Priorities	<p>The essential skill of delegation:</p>	<ul style="list-style-type: none"> ❖ Why Supervisors and Managers must delegate. ❖ What you should and should not delegate. ❖ How to go about delegation – a simple planning tool. ❖ Avoiding the things that can go wrong. ❖ Setting priorities – maybe the most important skill in today's overloaded workplace.
5 Performance Issues	<p>Diagnosing the causes and finding enduring solutions to poor performance & conflict:</p>	<ul style="list-style-type: none"> ❖ Poor performance - what's the cause. ❖ Addressing poor performance. ❖ What is conflict. Disagreement and even arguments are not automatically conflict. ❖ Recognising conflict early and intervening appropriately. ❖ Reducing and resolving conflict.
6 Communicate Effectively	<p>Effective communication skills – the secret to making everything else work:</p>	<ul style="list-style-type: none"> ❖ Communicating at work – getting your message across and making it stick. ❖ It's what they think you said that counts, not what you think you said. ❖ Identifying and overcoming communication barriers in the modern workplace – why we are all over communicated and under-informed. ❖ Why Kiwis are surprisingly difficult to understand. ❖ How to listen to what is really being said. ❖ Beyond the words - tone of voice and body language.

Your Presenters – qualified, experienced, engaging and motivating

Helen Smale: Beginning her working career in medical laboratories Helen subsequently worked in a number of science and management roles in the health sector, dairy processing and aquaculture where she built a world-wide reputation for new-to-the-world innovation and leadership before joining Forté Management fulltime four years ago. Her qualifications include Diplomas in *Training and Development* and *Professional Coaching* and she recently completed study in *positive psychology* through Berkeley University. She is a widely experienced, motivating and entertaining presenter who delivers a breadth of knowledge and practical workplace experience.

Tony Smale: Tony also began his career in medical laboratories where he attained his first management role. Subsequent education and experience in various management and business ownership roles led to the formation of Forté Management in 1991. Tony has a number of qualifications including an MBA (Henley). His specialisation is in the impact of Kiwi national culture on innovation and business performance. He is a highly regarded, captivating speaker, combining the latest in research with a deep understanding of what does and does not work in the Kiwi workplace.