ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



MANAGEMENT AND LEADERSHIP

Frontline Supervision Skills

Everyday skills for frontline supervisors: rostering, delegation, safety and team leadership.

WHO IT'S FOR

Designed for frontline supervisors and team leaders responsible for overseeing the day-to-day work of others.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to your premises, or deliver virtually or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Roster and allocate day-to-day work fairly and efficiently
- Delegate tasks clearly without over-explaining or micromanaging
- Apply workplace safety and compliance basics in everyday supervision
- Handle immediate issues and minor conflicts before they escalate
- Communicate clearly and set expectations with their team
- Make the shift from doing the work themselves to overseeing others doing it

ABOUT THIS PROGRAM

Many supervisors are promoted from within the team they now lead – often with strong technical or on-the-floor skills, but no formal preparation for the practical realities of overseeing others: rostering fairly, delegating without micromanaging, staying on top of safety and compliance basics, and dealing with problems the moment they come up rather than letting them slide. This program closes that specific gap.

Tailored to your organisation

We can incorporate your rostering systems, safety procedures and day-to-day operating context so the training reflects how your team actually works.

> "Loved Mechelle's presentation and facilitating style – this course was excellent!"
>
> Hub Australia – Ryan

Talk to us about this program

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Enquire online