

The Role of a Workplace Supervisor Training & Certification

🕒 **Duration:** 2–Days, 5 hours per day

✍️ **Method of Tuition:** Zoom App

Introduction

The aim of this course is to provide delegates in supervisory positions with the skills required to ensure their teams are always productive and motivated to perform at their highest levels.

Learning Outcomes

On completion of this module, delegates should be able to:

- explain the supervisor's role in the workplace
- explain common mistakes made by newly promoted supervisors
- explain the qualities required of an effective supervisor
- promote honesty and integrity in the workplace
- motivate workers
- explain the importance of teamwork
- manage conflict in the workplace
- develop and deliver effective toolbox talks
- explain the importance of reporting incidents/near misses

Target Audience

This course has been developed for:

- existing supervisors wishing to strengthen their leadership skills and become more effective at their job, and
- employees who are hoping for career progression into the field of supervision.

Pre-requisites

There are no pre-requisites for this course

Practical Exercises

During the course delegates will be requested to:

- deal with and solve a worksite conflict situation.
- develop then deliver an effective toolbox talk based on a work activity they are involved in during their normal daily routines.
- identify the contributing factors for an accident scenario.

Delegates will be evaluated based on their performances in the above practical exercises.

Certification

Successful delegates will be awarded a JTN Certificate of Completion which has no validity.