

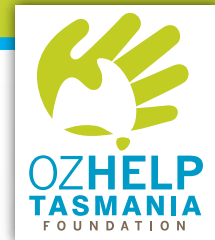


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Workplace Training & Support Service



OZHELP SUPERVISOR / MENTOR SKILLS PROGRAM

Developing Workplace Leaders

OzHelp Tasmania gratefully acknowledges the funding provided under the Australian Government National Suicide Prevention Strategy.

Practical tools to assist supervisors develop their workplace management & support skills

(LISTENING - HANDLING - SUPPORTING)

Industry evaluation and feedback to OzHelp Tasmania on the Workplace Life Skills Program for apprentices identified an HR management skills shortfall at the supervisor level. Primarily this related to difficulties supervisors and mentors were having connecting with their workers, especially young workers, in a support capacity.

This initiated the development of a two day Supervisor / Mentor Skills Training Program designed to facilitate the professional development of supervisors and mentors within industry workplaces in order to provide improved support to workers, apprentices and trainees in the workplace.

It is a practical hands on program providing 'the skills required' rather than 'the theory of' how to support workers in their role as either a supervisor or mentor.



Objectives

- Providing supervisors with tools to develop their personnel leadership and workforce management skills
- Increasing general support to the workforce
- Increasing support to younger workers
- Increasing workplace communication
- Assisting supervisors deal with conflict
- Providing tools to deal with workplace bullying
- Assisting supervisors understand role distinctions – boss, mentor, professional friend, mate
- Providing tools for supervisors to assist others
- Providing tools for supervisors to look after themselves
- Assist supervisors apply company policies

Outcomes

- Provide a supported environment where workers, apprentices and trainees are able to achieve their full potential.
- Utilise the knowledge and skills of experienced personnel to maintain high quality performance and staff retention.
- Increase the resilience and wellbeing of workforces.

Outcomes

- Leadership - skills and actions for supervisors – Listening - Handling – Supporting
- Relating to Workers - understanding generational differences
- Values and Beliefs - how they affect our actions
- Workplace Values - differences between generations
- Motivating Young Workers - getting the best results
- Communication Skills - what can we do differently?
- Supporting Young Workers - what they need to perform to their potential
- Conflict Resolution
- Workplace Bullying and Harassment
- Supervising - The professional friend
- Helping others – S.A.L.T - See, Ask, Listen, Tell
- Managing Work-Leisure Balance
- Time Management Tips
- Fitting it all in

For further information please visit our Website
www.ozhelptasmania.org.au,
 contact admin@ozhelptasmania.org.au,
 or call (03) 6343 3122.