

# Supervisor Boot Camp Program

## Preparing Team Leaders and Supervisors for a Successful transition to Line Management

This program assists Team Leaders and Supervisors how to better understand how to take on a management approach in dealing with supervising staff and dealing with customers. The program has two parts; the first is face to face with the CMAA and covers:

### Monitor Workplace Operations (D1) and Coaching Others (D2)

The second part is optional for those who select to build on the face to face component by enrolling into the **ONLINE CMAA Leadership & Management Program** to undertake a number of recommended units listed below.

**Enrol into the face to face component with the CMAA** and learn how to:

- Identify monitor and evaluate staffing levels for efficiency and service
- Align workplace operations with the Club's goals and quality assurance principles
- Identify emerging problems and solutions to apply prompt resolution
- Provide feedback to management on how to improve procedures and systems
- Assess workloads
- Delegate duties to line staff in a professional objective manner
- Learn the techniques on how to coach others
- Identify performance problems
- Identify the need for coaching
- Prepare coaching sessions
- Conduct coaching sessions
- Follow up on coaching sessions – the HOW, WHEN and WHY

**As an option to build on the face to face** component of the program, the CMAA recommends participants can also enrol in the **ONLINE CMAA Leadership & Management Program** and undertake any of the following units:

- **Quality Customer Service or Operational Plans or People Performance.**

You can enrol directly for the online units by clicking on this link: <https://www.elevateb.com.au/club-managers-leadership-management>

There is an extra cost per online unit taken. Details are listed on the [elevateb](https://www.elevateb.com.au) website and payment for the online units are to be paid directly to [elevateb](https://www.elevateb.com.au)

**DURATION: Two Days for the face to face component via the CMAA**

**CMAA  
Members**

☆ \$660 inc GST

**Non  
Members**

☆ \$880 inc GST

#### ACCM POINTS

CMAA Members & CMDA Affiliates earn 25 points for successful completion of this course.



**REGISTER**

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