



Supervisor Bootcamp Program

presented by the CMAA Riverina Murray Zone

Tuesday 1 & Wednesday 2 March 2022 Young Services Club, Young

The CMAA Riverina Murray Zone Committee invite registrations onto this high impact 2 day course to be delivered in the Murray Riverina Zone at Young Services Club, Young.

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.

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

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 & WHY

Participants will receive a **Certificate of Attendance** on successful completion of course requirements.

CMAA Members/Affiliates \$440 incl GST

Non-Member \$660 incl GST

ACCM Points CMAA Members & Affiliates earn 25 points for successful course completion.

To REGISTER for the course, scan & email the completed Registration Section below; send

it to: David Hart, Zone Education Officer, dhart@denirsl.com David's mobile 0417708353

Participant Name: _____

Participant Name: _____

Participant Name: _____

Registering more than 3 people?, then send a separate email with the participant's details to David

Your Club's Name: _____

Your Signature: _____

Make your payment directly to:

CMAA Riverina Murray Zone BSB: 032 373 Account Number: 208601