

IN PERSON

COURSE



Supervisor Boot Camp Program

2 day, in-person course

www.cmaa.asn.au

ACCM Points

CMAA Members & Affiliates

attending will earn:

25 ACCM POINTS

for the successful completion of this course



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.

SCAN to enrol directly for the online units or visit this link: www.elevateb.com.au/cmllp

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

CMAA Members

\$680 +GST

per person

Non-Members

\$880 + GST

per person

Management Level

Club Staff

Delivery Method

In Person

Department

Leadership



CLUB MANAGERS'
ASSOCIATION
AUSTRALIA



REGISTER TODAY

www.cmaa.asn.au

OR contact 02 9746 4199 or training@cmma.asn.au