


IN PERSON

COURSE



# Supervisor Development Program

 2 day, in-person course

 [www.cmaa.asn.au](http://www.cmaa.asn.au)

## ACCM Points

CMAA Members & Affiliates

attending will earn:

**25 ACCM POINTS**

for the successful completion of this course



### Leadership Training for Clubs - Industry-focused, practical, relevant.

The newly developed, Supervisor Development Program is a hands-on, 2-day course designed for supervisors and team leaders working in fast-paced clubs.

The program is designed to enhance the leadership, service, and compliance skills required to confidently manage teams, patrons, and daily operations.

Delivered through an interactive format, the program combines experiential learning, group activities, and individual reflection to maximise engagement and real-world application.

### Who Should Attend?

- + New and aspiring supervisors, current supervisors and duty managers, team leaders in clubs.

### What You'll Learn:

- + Essential Leadership Skills
- + Customer Experience and Service Excellence
- + Managing a Successful Shift
- + Operational Responsibility
- + Managing Workload Through Effective Time Management
- + Safety, Compliance & Risk
- + Performance & People Management

### Program Outcomes

- + Participants will gain:
- + Confidence to supervise teams and shifts effectively
- + Stronger service standards and patron experiences
- + Improved compliance, safety, and incident reporting practices
- + Practical tools that can be applied immediately on the floor

NOTE: The NEW Supervisor Development Program compliments the former Supervisor Bootcamp course and expands on the 'Monitor & Evaluate Workplace Operations' and 'Coaching Skills for Supervisors' course content.

CMAA Members

**\$875 inc GST**

per person

Non-Members

**\$1,095 inc GST**

per person

Management Level

Supervisors

Delivery Method

In Person

Department

Leadership



CLUB MANAGERS'  
ASSOCIATION  
AUSTRALIA



**REGISTER TODAY**

[www.cmaa.asn.au](http://www.cmaa.asn.au)

OR contact 02 9746 4199 or [training@cmad.asn.au](mailto:training@cmad.asn.au)