SUPERVIZ

Supervisor Leadership Program

Managing the in-between

The Social Psychology of Human Judgment, Risk and Decision making

novellus

SOCIAL PSYCHOLOGY OF RISK

Introduction

The SuperViz program is based on research and expertise in the Social Psychology of leadership, risk and management. The program has its primary focus on human judgement and decision-making and how social arrangements influence relationships and behaviour. The program is about much more than just being a supervisor but more about all supervision, responsibility and maturity. The program emphasises the importance of visibility, walking the talk, talking the walk, consultation, observations, listening, discourse, language and dialogue.

The program develops an understanding in the core capabilities required to influence the way humans behave, think and act in groups, teams and organisations. The training incorporates a range of methodologies including, workshops, coaching, mentoring, diagnostics and training (in situ and on-line).

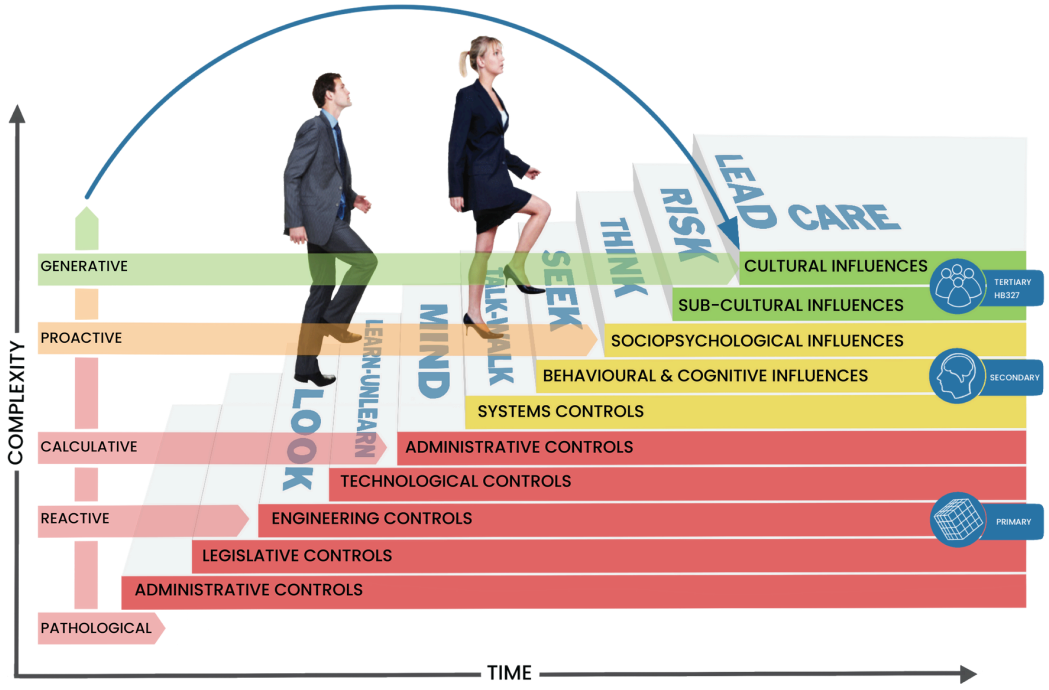
Purpose & Outcomes

The purpose of this program is to assist supervisors to better understand and deliver supervision. The focus of the program is on skill development, risk intelligence and maturity. By the conclusion of the program supervisors will have:

- A better uderstanding of the challenges of supervision
- An improved understanding of self and how personality shapes decision-making
- Make better sense of the tensions of managing the 'in-between
- Developed skills in risk maturity and intelligence
- Understand perception and motivation and use this understanding to motivate others
- Developed new skills in communication, framing, presenting and priming followers
- Know how to communicate expectations, set goals, better manage time and think strategically
- A better understanding of how to best manage difficult people and conflict
- New skills in engagement and culture change
- Implementations of Social Psychology of Leadership and Risk tools at work

Understanding Leadership and Risk Maturity

The key to effective supervision, leadership and managing responsibility is knowing how to tackle risk. Risk intelligence understands how humans make decisions and judgments and supervises and manages based upon that intelligence. The pathway towards risk and leadership maturity is represented at Figure 1. Leadership and Risk Maturity Matrix.



Risk Maturity Matrix

Modules

1. Essential skills in leadership and supervision overview

- Vision
- Influence
- Knowledge
- Drive
- Purpose
- Communication
- Consultation, Managing in-betweens
- Setting expectations and boundaries
- Understanding decision making

Developing a sense of leadership maturity, beyond just managing things, projects and logistics to understanding people, behaviour and influence. One Brain Three Minds. The nature of supervision and managing the in-between.

2. Tools for leadership overview

- Communication
- Dialogue skills
- Organisation
- Strategic thinking
- Goal setting, managing time
- Emotional intelligence

Team dynamics, Learning to deliver projects safely through influencing others.

3. Profiling: my personality, leadership style, conflict style, learning style

Understanding self (personality type), learning style, management style and conflict style. Default behaviours of type, acting out of shadow sides under stress. How to assess others personality type and targeting response to type.

4. Critical thinking skills – iThink Module

Critical thinking wheel, how to approach issues with advanced and holistic endeavour, stepping back and seeing more. Understanding competing values in teams, groups and organisations.

5. Communication fundamentals – Open Questions, Listening, Body Language, Framing, Anchoring, language and dissonance – Your Talk Matters

The importance of language, how the hidden message destroys the overt message. Walking the talk and talk the walk. Effective language and framing as fundamental tools of safety culture change.

6. Understanding Motivation, Perception, Discourse, Control, Authority and Power.

Intrinsic and extrinsic motivation, winning hearts and minds. Understanding what de-motivates people and what wins people.

7. What is risk intelligence? Understanding gut reactions, rules of thumb and heuristics. How do humans really make decisions?

Implicit knowledge or gut knowledge and turbulence at work, how people really make decisions and the power of emotions. Managing "gut" reactions through better use of safety tools. What is your risk iCue? Identifying and tackling risk.

8. Challenging complacency and the challenge of autopilot.

Understanding how people "switch off", what drives short cut taking and trade offs, myths of get the job done and can do culture. Und

9. Vision and Integration - Health, Occupation, Safety, Environment, Quality and Community.

Understanding integration of legal requirements and standards, achieving compliance through mechanisms not anchored in fear and anxiety. What drives reporting underground.

10. Understanding culture and inspiring change

Key indicators of safety culture. Recognising behavioural indicators of values and attitudes. Leadership, preparedness, developing capability, competence, dissonance, systems, influence, vision, priorities, actions.

11. Advanced skills in cultural hazard identification/ risk management

Understanding incidents more comprehensively, looking for primary, secondary and tertiary hazards in reports. Comprehensive response to incidents, what works and doesn't work. The power of word of mouth and effective and strategic conversations.

12. Team development and Managing Conflict. Managing Difficult People.

Understanding the fundamental dynamics of team formation and factionalism. Study of groups and communities-of-practice including, the nature of belonging and identity.

13. Presentation Skills – Toolbox, meetings and training

Learning styles and types, structure and strategy in presentation, understanding others and learning motivation. Planning and strategy in toolbox meetings and training.

14. Managing Performance and generational Difference.

Understanding the generation gap and motivation, perceptions and stereotypes.

15. On site coaching

Participants undertake micro training in the field to embed conversation, observation, consultation and engagement skills.

Tangibles, Practice Outcomes

All participants receive a selection of books, a set of training manuals, practical tools that help implement risk intelligence skills, a compendium to keep resources, personality profiling resources and keynote presentations.

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