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COURSE BROCHURE

Managing Conduct and Behaviour Change for Supervisors Training Course

25 – 29 July 2027
Istanbul

Managing Conduct and Behaviour Change for Supervisors Training Course

Ref: 1911_70270 **Date:** 25 – 29 July 2027 **Location:** Istanbul **Fees:** 4900 GBP

Managing Conduct and Behaviour Change for Supervisors is a 1-week training course for supervisors who handle lateness, disrespect and rule breaches, and it produces a Conduct Response Playbook. Flatter structures place conduct issues on the supervisor's desk long before they reach a formal process, so early, fair and well-recorded responses now protect morale, safety and the organisation's reputation. Managing Conduct and Behaviour Change for Supervisors is delivered by Jupiter Prime Training.

Why Managing Conduct and Behaviour Change for Supervisors Matters Now

Two groups shape this subject today. Employees expect respectful, consistent treatment and quickly notice when a colleague's misconduct is ignored. Human resources and employee relations specialists need supervisors to resolve minor issues informally and to keep usable records when escalation becomes necessary. Supervisors who respond early keep standards visible and avoid grievances; those who delay face resentment, turnover and disputes. The course draws on the progressive response ladder, goal-reality-options coaching questions and the use of written behaviour contracts.

Who Gains Most from Managing Conduct and Behaviour Change for Supervisors

- Shift supervisors who set expectations for punctuality, breaks and handovers on the floor
- Section heads who address repeated rudeness or non-cooperation between crew members
- Site and store supervisors who enforce safety rules and customer-facing standards
- Ward and unit coordinators who correct conduct that affects patient care
- Newly appointed supervisors who now correct the behaviour of former peers

Supervisory cohorts from one operation gain most when they attend together and agree a common response ladder.

Managing Conduct and Behaviour Change for Supervisors Capabilities

Participants practise turning vague complaints about attitude into specific conduct statements and proportionate responses.

- Specify expected conduct in observable terms — crew briefings and induction
- Assess the drivers behind a conduct lapse — choice between coaching and correction
- Communicate concerns through a structured conduct conversation — the employee concerned
- Design a behaviour contract with measurable commitments and review points — supervisor and employee
- Apply a progressive response ladder consistently — fairness across the crew
- Build file notes that support a referral — human resources and employee relations

Key Managing Conduct and Behaviour Change for Supervisors Terms

- Conduct standard — a written description of acceptable workplace behaviour that a supervisor can observe and refer to.
- Conduct conversation — a planned, private discussion that names a specific behaviour, its impact and the change expected.
- Behaviour contract — a signed agreement setting out the behaviours an employee will show, the support offered and dates for review.
- Progressive response ladder — an escalating set of steps from informal reminder to formal referral, applied in proportion to the issue.
- Motivation driver — a need such as recognition, autonomy or fairness that influences whether an employee keeps to a standard.
- File note — a short, dated factual record of an incident, conversation or agreement kept by the supervisor.

Managing Conduct and Behaviour Change for Supervisors Day by Day

Day 1: Setting the Conduct Baseline

- Conduct Standards and Codes of Behaviour — Defining What Supervisors Enforce
- Formal Versus Informal Supervisory Authority — Knowing Where Limits Sit
- Bias, Consistency and Perceived Fairness — Treating Every Crew Member Alike
- Supervisor Self-Regulation Under Provocation — Staying Composed When Challenged
- Conduct Expectation Briefing — Communicating Standards to the Whole Crew

Day 2: Diagnosing Difficult Behaviour

- Types of Difficult Behaviour at Work — Separating Rudeness, Resistance and Withdrawal
- Motivation Driver Checklist — Choosing Between Coaching and Correction
- Personal, Team and Workload Triggers — Spotting Causes Behind Conduct Lapses
- Impact Assessment on Colleagues and Customers — Setting Response Urgency
- Incident File Notes — Recording Facts Without Opinion

Day 3: Holding Conduct Conversations

- Conduct Conversation Structure — Naming Behaviour, Impact and Required Change
- Goal-Reality-Options Coaching Questions for Motivation Lapses — Agreeing Employee-Owned Actions
- Handling Denial, Tears and Anger — Keeping the Conversation on Track
- Recognition and Positive Reinforcement Tactics — Rewarding Improvement Promptly
- Peer-to-Supervisor Transition Conversations — Correcting Former Colleagues Credibly

Day 4: Contracting and Escalating

- Behaviour Contract Design — Setting Commitments, Support and Review Points
- Progressive Response Ladder — Matching Each Step to Severity
- Follow-Up Meeting Cadence — Judging Whether Conduct Has Changed
- Referral Criteria to Human Resources — Deciding When to Escalate
- Crew Repair After Misconduct — Restoring Trust Among Colleagues

Day 5: Practising the Conduct Response Playbook

- Diagnosis of a Retail Floor Case — Applying the Motivation Driver Checklist
- Role-Played Conduct Conversation in a Clinical Unit — Testing Structure and Composure
- Drafting a Behaviour Contract for a Live Case — Agreeing Review Points
- Response Ladder Calibration Exercise — Aligning Supervisors on Proportionate Steps
- Conduct Response Playbook — Finalising Scripts, Templates and Escalation Routes

Applying Managing Conduct and Behaviour Change for Supervisors After the Course

- Hold one structured conduct conversation on a live issue in the crew and record it in a factual file note.
- Agree a behaviour contract with one employee whose conduct has repeated, and run the first two follow-up meetings.

Managing Conduct and Behaviour Change for Supervisors Questions FAQ

What is managing conduct and behaviour change for supervisors, and why does it matter now?

It is the set of skills a supervisor uses to correct unacceptable behaviour early and fairly. It matters now because conduct issues land with supervisors first and prompt responses prevent grievances.

Which roles gain most from managing conduct and behaviour change for supervisors?

Shift supervisors, section heads, site and store supervisors, unit coordinators and newly promoted supervisors gain most.

How does managing conduct and behaviour change for supervisors differ from a disciplinary procedures course?

It concentrates on the informal stage before formal action. You practise conduct conversations, behaviour contracts and proportionate responses, while procedures courses for human resources specialists cover hearings, investigations and appeals.

What do you bring back from managing conduct and behaviour change for supervisors?

You bring back a playbook of conversation scripts, a behaviour contract template, a response ladder and file-note formats.

Managing Conduct and Behaviour Change for Supervisors: The Way Forward

The Conduct Response Playbook gives a supervisor a ready sequence for the next conduct issue, starting with whether to coach or correct. Supervisors use it daily, and employee relations specialists rely on its records when a case escalates. After its first use, the perspective worth revisiting is whether the response ladder is being applied consistently across every member of the crew.