SUPERVISION
Hone Your Supervisory Skills

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SUPERVISION 10-week curriculum

1. MAKING THE TRANSITION FROM WORKER TO SUPERVISOR
Recognize the stages in transitioning from worker to supervisor and how your expectations and actions in this new role are key.
- How “doing” differs from supervising and why good “doers” fail
- Four stages in becoming a supervisor
- Four suggestions for succeeding as a supervisor

2. BUILDING BETTER COMMUNICATION SKILLS
Strengthen your written and oral communication skills to increase your impact and effectiveness.
- How to get your ideas approved and implemented
- When to speak and when to listen
- Non-verbal communication speaks louder than words

3. DELEGATING FOR RESULTS
Discover what to delegate, what not to delegate, and how to delegate in a manner that sticks.
- The differences between delegation and abdication
- Five causes of poor delegation
- Five steps in delegating effectively
- Evaluating the delegate after task accomplishment

4. EVALUATING EMPLOYEE PERFORMANCE
Learn to establish meaningful performance standards and conduct mutually rewarding performance appraisals.
- Establishing performance standards
- Complying with the law
- Methods of performance appraisal
- Conducting effective performance appraisals

5. DEALING WITH CONFLICT AND PROBLEM BEHAVIORS
Identify the causes and consequences of conflict in the workplace and practice techniques to reduce conflict and address problem behaviors.
- How to handle myself in conflict situations
- What is my preferred conflict style?
- Getting clear on the problem
- Progressive discipline

6. EFFECTIVE PROBLEM SOLVING AND DECISION MAKING
Review the values of problem solving and decision making and how each are critical to long-term success.
- Tools which aid in problem solving
- Team problem solving/decision making
- Barriers to effective problem solving

7. ASSESSING YOUR LEADERSHIP STYLE
Gain insight into your own leadership style and how you can draw upon your favorite style or modify your style to get results.
- Five leadership styles
- How to identify my favorite style
- How to judge the effectiveness of my style
- Should I modify my style?

8. SHARPENING YOUR LISTENING SKILLS
- What effective listening is ... and isn’t
- Three levels of listening and the three R’s of responding
- Techniques for becoming a better listener

9. UNDERSTANDING BASIC LEGAL ISSUES IN THE WORKPLACE
Discover how to identify and prevent potential legal pitfalls in the workplace to keep you and your organization out of trouble.
- Avoiding workplace violence and other misconduct
- Privacy and the dishonest employee
- Minimum wage — Maximum risk
- Drug and alcohol abuse

10. PUTTING IT INTO PRACTICE
Pull together the tools you’ve learned during the sessions.
- When to go over the boss’ head
- What to do about mistakes
- What to do when promoted ahead of others
- How to handle office politics
- The importance of mentors
- Leadership lessons from General Schwartzkopf

SUPERVISION certificate program has been designed to build your skills in the basic areas that you need in supervising and leading your employees. Each session focuses on the unique challenges you face and offers solutions to help you achieve your goal of being a successful supervisor. Nobody in your organization has a more immediate impact on productivity and performance than you.

Program includes all course materials, a light dinner, free parking and a framed certificate for those who complete nine out of the 10 sessions.

Who Should Attend?
- Newly appointed or soon-to-be promoted employees with little or no formal training
- Experienced supervisors to update and polish their skills
- Non-supervisory personnel to enhance career prospects

CUSTOM TRAINING: This program can be tailored to suit your organization’s needs and presented at any time and place convenient for you and your employees. Call Ann Buckendahl at 316-978-6152 for details.