

SUPERVISORY SKILLS - BASIC TRAINING

Overview

Supervising skills do not come naturally to most of us. Often the most skilled are promoted for their technical competence not necessarily for their people management skills. This program is designed for the new supervisor or the experienced supervisor who has had limited exposure to people management skill development. This program is designed to introduce supervisors to their key roles and responsibilities and includes exercises designed to encourage immediate application of skills within the workplace.

We are experts in how adults learn. In addition to traditional classroom teaching methods, our program is highly interactive. It includes videos to reinforce the classroom materials plus experiential learning exercises and discussions.

Program Length

The program consists of 6 (@ 3 hour each) modules. The program can be delivered in 3 full or 6 half days. Shorter versions of the program are also available to meet your needs.

Program Objectives

At the conclusion of this program participants will have the opportunity to understand the skills and realities needed to be an effective supervisor and leader. You will learn the necessary communication skills needed to be an effective supervisor. You will learn how to apply your personal supervisory style to motivate and coach your direct reports.

Program Content

Module 1: Supervisory Roles and Responsibilities

Module 2: Personality Assessment

(Note: See Myers-Briggs Type Indicator® (MBTI®) or DiSC® Behavioral Model)

Module 3: Communication Skills

Module 4: Listening Skills

Module 5: Motivation Coaching and Feedback

Module 6: Dealing with Stressors