

The ABC's of Supervising Others

This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority.

This two-day course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

What Will Students Learn?

- ✓ Adjust to the supervisor's role with confidence.
- ✓ Develop your skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- ✓ Identify key attitudes that you can develop to enhance your supervisory skills.
- ✓ Use time management and planning techniques to maximize your success.
- ✓ Develop a technique for giving instructions that are clear and understood.
- ✓ Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

What Topics are Covered?

- ✓ Making the transition
- ✓ Responsibilities of a supervisor
- ✓ Key behaviors and attitudes
- ✓ Setting goals and planning for success
- ✓ Active listening techniques
- ✓ Communication skills
- ✓ Giving feedback and instructions
- ✓ Orders, requests, and suggestions
- ✓ Managing conflict
- ✓ Managing challenging situations
- ✓ Developing relationships

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion