

The Professional Supervisor

With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This three-day workshop can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in your working life!

What Will Students Learn?

- ✓ Clarify the scope and nature of a supervisory position.
- ✓ Learn some ways to deal with the challenges of the role.
- ✓ Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization.
- ✓ Learn key techniques to help you plan and prioritize effectively.
- ✓ Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision.
- ✓ Develop strategies for motivating your team, giving feedback, and resolving conflict.

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes

What Topics are Covered?

- ✓ Adjusting to your role
- ✓ Action-centered leadership
- ✓ Making plans and setting goals
- ✓ Defining leadership
- ✓ The Situational Leadership Model®
- ✓ What's your type? How about mine? (Velsoft Leadership Assessment)
- ✓ Team building tips
- ✓ Communication skills and motivating employees
- ✓ Orientation and onboarding
- ✓ Training tips and tricks
- ✓ Providing feedback and doing delegation right
- ✓ Dealing with conflict and managing discipline issues

- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion