

The ABC's of Supervising Others

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

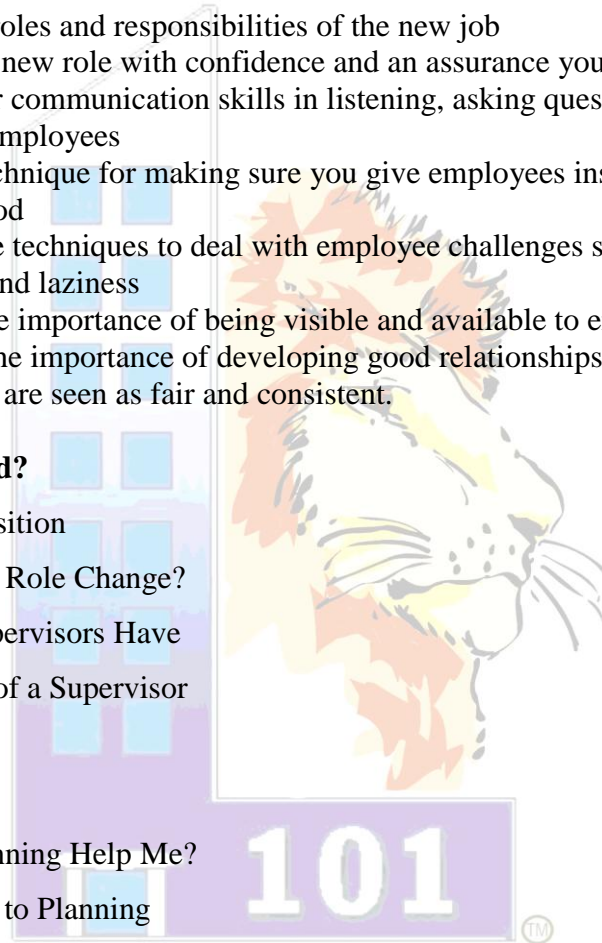
This workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

Workshop Benefits:

- Help clarify roles and responsibilities of the new job
- Adjust to the new role with confidence and an assurance you can handle the position
- Develop your communication skills in listening, asking questions, and giving feedback to employees
- Develop a technique for making sure you give employees instructions that are clear and understood
- Identify some techniques to deal with employee challenges such as hostility, complaints, and laziness
- Recognize the importance of being visible and available to employees
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

What Will Be Discussed?

- ✓ Making the Transition
 - How Will My Role Change?
 - Questions Supervisors Have
- ✓ Responsibilities of a Supervisor
- ✓ Setting Goals
- ✓ Planning
 - How Can Planning Help Me?
 - The Six Steps to Planning
 - The Next Steps
 - Types of Tasks
- ✓ Communication
 - The Communication Funnel
 - Listening
 - Asking Questions
 - Probing



The ABC's of Supervising Others

- Paraphrasing
- Non-Verbal Messages
- ✓ Giving Feedback
- ✓ Ask for What You Want
- ✓ Providing Instruction
- ✓ Orders, Requests, and Suggestions
- ✓ Managing Conflict
 - The Conflict Resolution Process
 - Seven Steps to Ironing Things Out
- ✓ Dealing with Difficult Employees
 - The Hostile Employee
 - The Chronic Complainer
 - The Lazy Employee
 - The Over-Dependent Employee
- ✓ Dealing with Others
- ✓ The Reciprocal Quality of Relationships
 - The People Network
- ✓ The Negative Spiral

