

The Professional Supervisor

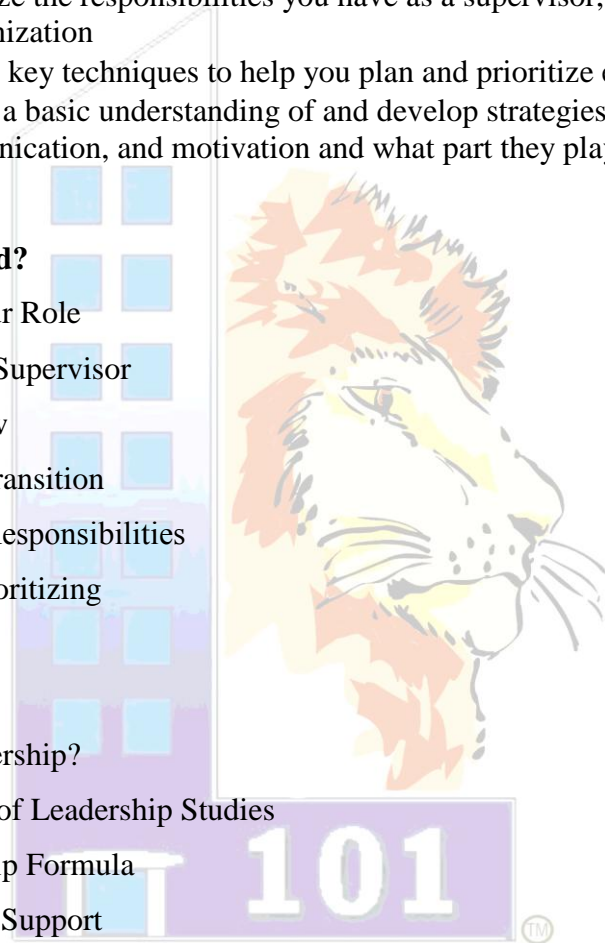
With a host of new challenges and responsibilities to tackle, experienced supervisors need training like never before. Learning new and innovative how to supervise your new and old employees on a trial and error basis can lead to discouragement. This workshop can help you overcome many of the supervisory problems you the “boss” may encounter.

Workshop Benefits:

- You will understand the scope and nature of the supervisory position
- You will learn some ways to deal with the challenges of the role.
- You will recognize the responsibilities you have as a supervisor, to yourself, to your team and to your organization
- You will identify key techniques to help you plan and prioritize effectively
- You will acquire a basic understanding of and develop strategies for leadership, team building, communication, and motivation and what part they play in effective supervision.

What Will Be Discussed?

- ✓ Adjusting to Your Role
 - The Average Supervisor
 - Then and Now
 - Making the Transition
- ✓ A Supervisor’s Responsibilities
- ✓ Planning and Prioritizing
- ✓ Setting Goals
- ✓ Leadership
 - What is Leadership?
 - Brief History of Leadership Studies
 - The Leadership Formula
 - Direction and Support
 - The Situational Leadership Model
- ✓ Feedback
- ✓ Dealing with Problem Employees
- ✓ Synergy
- ✓ Trust
- ✓ Team Development
 - The Four Stages of Teams



The Professional Supervisor

- Team Problem-Solving
- Team Leadership
- ✓ Communication
 - Barriers to Good Communication
 - Active Listening
 - Asking Questions
 - The Communication Funnel
- ✓ Motivation
 - The Carrot, the Whip, and the Plant
 - A Supervisor's Checklist
- ✓ Orientation
- ✓ Training
- ✓ Feedback
- ✓ Delegation
- ✓ Conflict
 - When to Get Involved and How to Resolve Conflict
 - The Problem Solving Process
 - The New Truck
- ✓ Discipline

