**Objective:**
Provide supervisors, new and/or experienced, and those aspiring to be a supervisor, the tools, knowledge and skills to maximize employee productivity, effectiveness and communication for the greater good of your Company, its customers, all employees, community members and shareholders.

**Course Objectives:** After completing this course, participants will be able to:

- Define and maximize leadership and personality styles.
- Identify the role of a supervisor.
- Understand the importance of communicating effectively and how to do it.
- Learn when and how to make decisions and set expectations.
- Solve problems effectively and confidently.
- Recognize opportunities to delegate tasks.
- Learn the importance of developing a team and identify ways to build a team.
- Learn ways to motivate and recognize employees.
- Deal with change more effectively.
- Coach and manage performance to maximize productivity and strengths.
- Manage energy vs. time.

**Program Agenda – 2 days from 9:00-4:00**

**Day 1**
- Introduction
- The Power of You and Your Personality Style to Coach Effectively
- Communicating Effectively
- The Leadership Chain – realizing the power and influence of your leadership
- Leadership Styles
- The Role of a Supervisor
- Making Decisions and Solving Problems
- Handling Change

**Day 2**
- Setting Expectations
- The Art of Delegating
- Effective Coaching and Performance Management
- Teamwork
- Managing Time so it Doesn’t Manage You
- Motivating Employees
- Recognition
- Maintaining Energy to Energize Others
- Commitments

**Facilitated by:**
Lee Ann Szelog
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