



The Art of Supervision

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:

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