



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

Day 1: 7 hours, including lunch

- ⇒ 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: 7 hours, including lunch

- ⇒ 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



The Art of Supervision— continued

Day 3: 6 hours, including lunch

- ⇒ Three Primary Responsibilities of Managers and Leaders
- ⇒ Discover What Followers Want
- ⇒ Manage, teach, and encourage the innovation process to enhance service, efficiencies, problem solving and more.
- ⇒ Generational Diversity
- ⇒ Interviewing and Selecting the Best Applicants

Day 4: 6 hours, including lunch

- ⇒ Performance Reviews
- ⇒ Building on the first 3 sessions, this module will help attendees expand the synergy and diversity of their team by focusing on the power of the human spirit. This section will cover the following:
 - ◆ Provide thought-provoking team activities that participants will have the opportunity to use some of the skills discussed in the previous modules (e.g. communication, innovation, initiative, time management, etc.)
 - ◆ Conduct team activities that will help the participants bond, and recognize their own strengths and areas for opportunity.
 - ◆ Group discussions and interactions to understand communication gaps.
 - ◆ Uncover the importance of using prototyping in the development process of any new idea, initiative, or procedure.
 - ◆ Provide step-by-step instructions of some of the activities presented in this session so participants can conduct these activities with their own staff.
- ⇒ Commitments: Bringing it all together, this section will hold attendees accountable to use the tools and skills from the entire program to improve their productivity, capacity and professionalism, contributing to their ability as a supervisor, manager, and leader to maximize their strengths for the benefit of their staff, and Company overall.

Facilitated by:

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