



## The Professional Supervisor

### Duration 3 Days

### Introduction

In today's changing workplace, many new supervisors are unsure of their roles and responsibilities. They have little experience dealing with the challenges of managing work through others. They haven't had the opportunity to develop those critical skills of planning work, leading their group, and communicating with their employees, their colleagues and their manager. Learning these skills can have a tremendous impact on an organization's productivity.

### Who should attend?

Supervisors who want to improve their supervisory skills to professional Level.

### Course Objectives

By the end of this course participants will be able to:

- ✦ Understand the scope and nature of the supervisory position
- ✦ Learn some ways to deal with the challenges of the role.
- ✦ Recognize the responsibilities you have as a supervisor, to yourself, to your team and to your organization
- ✦ Identify key techniques to help you plan and prioritize effectively
- ✦ Acquire a basic understanding of and develop strategies for leadership, team building, communication, and motivation and what part they play in effective supervision.

### Course Outline

- 1. Adjusting to Your Role**
  - 1.1. The Average Supervisor
  - 1.2. Then and Now
  - 1.3. Making the Transition
- 2. A Supervisor's Responsibilities**
- 3. Planning and Prioritizing**
- 4. Setting Goals**
- 5. Leadership**
  - 5.1. What is Leadership?
  - 5.2. Brief History of Leadership Studies
  - 5.3. The Leadership Formula
  - 5.4. Direction and Support
  - 5.5. The Situational Leadership Model
- 6. Feedback**
- 7. Dealing with Problem Employees**
- 8. Synergy**
- 9. Trust**
- 10. Team Development**
  - 10.1. The Four Stages of Teams
  - 10.2. Team Problem-Solving
  - 10.3. Team Leadership
- 11. Communication**
  - 11.1. Barriers to Good Communication
  - 11.2. Active Listening
  - 11.3. Asking Questions
  - 11.4. The Communication Funnel
- 12. Motivation**
  - 12.1. The Carrot, the Whip, and the Plant
  - 12.2. A Supervisor's Checklist
- 13. Orientation**
- 14. Training**
- 15. Feedback**
- 16. Delegation**
- 17. Conflict**
  - 17.1. When to Get Involved and How to Resolve Conflict
  - 17.2. The Problem Solving Process
  - 17.3. The New Truck
- 18. Discipline**