

# **Glen Oaks Community College – Business Services**

## **Supervisory Training**

### **Objective:**

Provide basic supervisory skills training to supervisors so that they have the necessary skills to be effective leaders of their teams.

### **Course Outline**

1. Role of the Supervisor
  - What is the Supervisor's job
  - What is the work of the Supervisor
  - What are the necessary skills to be an effective Supervisor
  - Why some Supervisor fail
  - What are the challenges that face Supervisors today
2. Team Building
  - Being an effective communicator
  - Building effective teams / work units
    - Terms and definitions
    - Characteristics of an effective team
  - Group Dynamics
  - Team roles and responsibilities
    - Team operating procedures
  - Managing team conflict and group problems
3. Responsibilities of the Supervisor
  - Planning the efforts of the team
  - Organizing and delegating work
  - Controlling and monitoring the team's activities
  - Training and developing employees
  - Motivating employees
  - Providing effective feedback
4. "Tools" of the Trade
  - Having effective meetings
  - Analyzing situations effectively
  - Solving problems effectively
  - Making sound decisions

Each session will be comprised of presentation, discussion, and break out sessions for case study work.

### **Course Length & Materials**

This is a 24-hour course designed for three, 8-hour sessions. Materials provided include presentation handouts and folders.

## **Contact**

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