Supervision

Description: This 16 hour course is designed to give participants a comprehensive understanding of their own leadership and how to use this style to enhance employee performance through communication, motivation and performance management techniques. This supervision skills training will result in your employee becoming more effective and committed to getting optimal results for your company.

Target Audience: Anyone who supervises people whether they are new or experienced in managing people that would like to expand on their leadership skills.

Prerequisites: None

Delivery Method: A variety of training methods are used in the course, including PPT presentation, discussion, exercises, group projects and demonstrations to reinforce learning and to encourage questions and participation.

Course Contents:

Enhance Performance through Understanding your Style and the Style of Others
- Complete Interpersonal Styles Inventory (Relational to Myers/Briggs)
- Interpret your own style to understand your strengths and weaknesses
- Develop a working knowledge of the four dichotomies
- Develop strategies to enhance collaboration in the workplace

Identify Effective Supervisory and Leadership Qualities that Enhance Employee Performance
- Identify the key qualities and behaviors required to be a successful supervisor and leader
- Understand the difference between supervising and leading
- Identify key leadership skills and characteristics to build trust and lead others

Understand and Utilize Situational Leadership to Motivate Employees and Drive Performance
- Develop a working knowledge of the four styles of situational leadership
- Identify the appropriate leadership style to use based on the development and commitment of employees

Effective Communication and Interpersonal Skills
- Understand the communication process and key factors for good communication
- Develop and use effective listening skills to ensure mutual understanding
- Provide constructive, corrective feedback in a manner that achieves results while maintaining the person’s self-esteem
- Practice giving and receiving difficult feedback

Coaching for Optimal Performance
- Develop coaching techniques to effectively guide, support, and encourage employees
- Develop skills to coach difficult employees

Measure and Manage Performance
- Understand the impact of performance issues and importance of performance expectations
- Communicate expectations and boundaries effectively to achieve desired results
- Define and pinpoint performance problems
- Develop one-on-one communication and coaching skills for addressing performance issues
- Create and track SMART goals to ensure performance is sustained
- Understand and employ motivational theories to ensure high performance

Manage Conflicts Effectively
- Understand the five conflict management styles and your tendencies
- Develop strategies to manage conflicts more effectively

Action Plan
- Participants will develop an action plan in order to apply their classroom learning to their employer-specific work areas. The participants will review the action plan with their respective supervisor to begin implementation for the company.

Textbook: None; presentation notebook will be provided