



The ABC's of Supervising Others

This two-day workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss - whether you are a team leader, a project manager or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

Workshop topics:

- Help clarify roles and responsibilities of the new job
- Adjust to the new role with confidence and an assurance you can handle the position
- Develop your communication skills in listening, asking questions and giving feedback to employees
- Develop a technique for making sure you give employees instructions that are clear and understood
- Identify some techniques to deal with employee challenges such as squabbles, complaints and laziness
- Recognize the importance of being visible and available to employees
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

Day 1

- ▶ Introductions, Objectives, Agenda
- ▶ Pre-assignment discussion
- ▶ Getting started as a new boss
- ▶ Establishing authority
- ▶ Practical tips on handling your responsibilities
- ▶ Identifying priorities
- ▶ The communication skills you need

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized Certificate Of Completion

TIME: 9am – 4pm. FEES: \$4,000.00 onsite training, training materials included.

Day 2

- ▶ Reconnect and feedback-30 minutes
- ▶ Dealing with employee concerns
- ▶ How to work with others
- ▶ Mistakes to avoid
- ▶ Supervisory success
- ▶ Review, Action plan, Evaluation