Improving Supervisor Effectiveness

Course Summary

Description

This is a comprehensive course designed to improve the effectiveness of new or seasoned supervisors. The course employees a wide variety of training techniques, from lecture to role-playing, with a strong emphasis on case studies and experimental exercises.

Topics

- Introduction
- Supervisor roles and responsibilities
- Effective communication
- Managing conflict
- Effective teams
- Leadership
- Action planning and follow-up

Audience

Although designed for front line supervisors, the course can easily be adapted to reflect the responsibilities of more senior managers.

Prerequisites

None

Duration

Three to five days

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Course Outline

I. Introduction
- A. Introduction to the course
- B. Workshop journal

II. Supervisor Roles and Responsibilities
- A. Roles of today's supervisors
- B. Supervisory skills assessment
- C. Identifying mission or purpose
- D. Goal setting
- E. Five phases of delegation
- F. Effective motivation
- G. Problem solving and decision making

III. Effective Communication
- A. Essentials of effective communication
- B. Active or empathic listening
- C. Effective speaking tips
- D. Giving feedback
- E. How to confront constructively

IV. Managing Conflict
- A. Introduction to managing conflict
- B. Conflict resolution - Strategic styles
- C. Steps for managing conflict
- D. Dealing with an aggressive or angry person
- E. Mediation

V. Leadership
- A. Leadership: A self-assessment tool
- B. Leadership and management
- C. Five fundamental practices / ten commitments
- D. Improving leadership skills

VI. Action Planning and Follow-Up

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