ProTech Professional Technical Services, Inc.

Supervision and Leadership Skills

Course Summary

Description

Supervising others and maximizing team performance can be a challenge for both those taking the first steps into a management or supervisory role, and for those who have been in the role for a while. For some, this is the first step of an exhilarating career in leading others in the challenging and ever-changing world of supervision. For many, this means balancing doing with leading, while learning to work effectively through and with others in the role of supervisor or manager. This course gives new supervisors and managers the essential knowledge, skills and tools to become more effective in their role of supervisor or manager.

Note: This course includes a personality self-assessment – the Everything DiSC Management self-assessment.

Objectives

By the end of this course, students will be able to:

- Their own interpersonal style leadership and communication preferences and the effect of their preferences on others,
- How to shift and adapt their preferences to maximize role effectiveness,
- How to avoid making mistakes new supervisors and managers frequently make,
- How to effectively motivate, develop, and coach direct reports,
- How give direct reports negative feedback in a collaborative way,
- The difference between delegating and dumping and how effectively delegate work to others (even those who are resistant),
- How to effectively handle difficult behavior and unsatisfactory performance.

Topics

- DiSC interpersonal Self-Assessment
- The Role of the Supervisor
- Delegation
- Coaching
- Emotional Intelligence

Audience

This course is designed for any IT professional in a supervisorial role that wants to be an effective supervisor or manager.

Duration

Three Days

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Course Outline

I. DiSC interpersonal Self-Assessment
   A. Establishing the base on which to build leadership effectiveness,
   B. Shifting your preferred leadership style for maximum effectiveness based on need and situation,
   C. How the interpersonal styles of others affect your ability to lead, manage and supervise others,
   D. Communicating effectively in a leadership role.

II. The Role of the Supervisor
   A. Understanding the goals and objectives of the role,
   B. Establishing the working context – evolving from co-worker to boss
   C. Understanding the communication requirements of the role

III. Delegation
   A. Working effectively through others,
   B. Delegation versus dumping,
   C. Motivating others.

IV. Coaching
   A. Understanding performance coaching and how to identify performance gaps to coach,
   B. Coaching high performers,
   C. Coaching poor performers,
   D. Giving and receiving feedback,

V. Emotional Intelligence
   A. Using emotional intelligence to maximize personal performance in challenging situations.