

## ExecuTrain Course Outline

### Effective Supervisory Skills

2 Full Days

#### Course Description

This is a two day customized course that covers supervisory management skills. Participants will learn how to become effective managers, coach employees from diverse backgrounds, negotiate, use verbal and non-verbal communication tools to motivate and empower their teams.

#### Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Understand first-line supervision
- Know the role of the supervisor
- Learn the communication process
- Develop and manage people
- Manage the new workplace
- Learn to build to team
- Get the work done
- Supervise in a changing environment
- Ensure one's success

#### Course Content

##### Chapter 1: Becoming a Supervisor

Making the Transition to First-Line Supervisor  
Importance of First-Line Supervision  
Leadership Style and Behavior

##### Chapter 2: Role of the Supervisor

Supervisory Roles  
Personal Qualities of an Effective First-Line Supervisor  
Working with Your Boss  
First-Line Supervision Key Competencies

##### Chapter 3: Communicating

The Communication Process  
Listener Problems and Solutions  
Improving Personal Listening Habits  
Planning and Conducting Meetings

##### Chapter 4: Developing People

People Development  
New Employee Orientation  
Employee Training  
Coaching Employees

##### Chapter 5: Managing People

Performance Feedback  
Working with Difficult Employees

Managing Workplace Conflict

##### Chapter 6: Managing the New Workforce

Attributes of the New Workforce  
The New Employer-Employee Contract  
Motivating and Retaining Employees  
Strategies for Motivating and Retaining Employees

##### Chapter 7: Building a Team

Why Teamwork?  
What Is a Team?  
Transforming a Group into a Team  
Obstacles to Team Development

##### Chapter 8: Getting the Work Done

Performance Motivation  
Obtaining Top Performance  
Delegating to Get the Work Done

##### Chapter 9: Supervising in a Changing Environment

Your Role in Supervising Diversity  
Managing Change

##### Chapter 10: Ensuring Your Success

Reevaluate Your Confidence Level  
Ongoing Professional Development