



THE ABC'S OF SUPERVISING OTHERS

This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority.

This two-day course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

This two-day workshop will teach participants how to:

- ✓ Adjust to the supervisor's role with confidence.
- ✓ Develop their skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- ✓ Identify key attitudes that they can develop to enhance their supervisory skills.
- ✓ Use time management and planning techniques to maximize their success.
- ✓ Develop a technique for giving instructions that are clear and understood.
- ✓ Understand the importance of developing good relationships with employees and peers, so they are seen as fair and consistent.

COURSE OUTLINE

Making the Transition

Next, participants will discuss how their role will change when they become a supervisor. They will also work on developing solutions for common concerns of new supervisors, such as, "How do I make sure employees recognize my new role and respect my position as a supervisor?"

Responsibilities of a Supervisor

During this session, participants will explore their three main areas of responsibility.

Behaviors and Attitudes

This session will explore some behaviors and attitudes that can set supervisors up for success. Topics will include building the right environment, motivation from within, and lifelong learning.

Setting Goals

This session will help participants set goals with SPIRIT.

Planning for Success

Next, participants will discuss the value of short- and long-range planning. Time management tips and e-mail techniques will also be covered, as well as the parts of a good plan.

Active Listening Techniques

During this session, participants will learn about and practice active listening skills.



Communication Skills

This session covers questioning skills, probing techniques, and non-verbal messages.

Giving Feedback

Giving feedback is one of the most important skills for a supervisor, yet it can be a tricky task. This session will help participants master this invaluable skill. Participants will also get tips on receiving feedback.

Giving Instructions

This session will explore how to give effective instructions.

Orders, Requests, and Suggestions

During this session, participants will learn about these three types of instructions.

Managing Conflict

Unfortunately, supervisors are often called in to mediate conflicts. Participants will learn a process for managing conflict in this session.

Managing Challenging Situations

In this session, participants will learn how to structure a difficult conversation. Then, they will consider how to handle some difficult situations.

Developing Relationships

To wrap up the second day, participants will explore their personal network and how to be a positive influence in it. They will also consider how to establish credibility.

Workshop Wrap-Up