Supervisory/Managerial Skills Training Program

Our Supervisory/Managerial Skills Training Program addresses the common and critical challenges supervisors/managers face today. Supervisors/ managers will develop a better understanding of how they must lead and coach their team by focusing on improving their skills in communication, performance management, motivation, interviewing, delegation, time management, and discipline. This program includes the following six full-day modules.

Module 1: Effective Communication Skills

Communication is one of the most critical aspects of leadership, and the biggest challenge supervisors/ managers face. Effective communication allows supervisors/ managers to gain commitment from employees, achieve business goals and develop a rapport with their team. The adage, "It's not what you say, but how you say it," can make the difference in effective communication. The wrong word or even the wrong tone can cause misunderstandings, ill feelings, and resentment. Communication barriers cost organizations money, lost time, employee retention and unsatisfied customers. Effective communication will increase productivity and overall enhance the bottom-line.

Key Focus Areas
- Communication Process
- Strategies for Building Trust & Credibility
- Para-Verbal & Non-Verbal Communication
- Communication Barriers
- Effective Listening
- Techniques for Giving & Receiving Constructive Feedback
- Successful Confrontation Skills
- Resolving Conflict/Difficult Conversations
- Networking
- Keys to Healthy Communication

Module 2: Time Management & Delegation

Time management skills are critical for professional success in any workplace. Supervisors/ managers who can effectively implement time management strategies are able to control their days and eliminate the hectic workplace that results when there is a lack of planning and organization. Effectively delegating tasks and accountability allows supervisors/managers to be more effective in handling their management responsibilities and meeting their goals and objectives. Effective delegation also serves as a developmental tool for their team.

Key Focus Areas
- Defining Time Management
- Common Time Wasters
- Defining Your Goals
- Prioritizing & Planning Your Time
- Processing Information Efficiently
- Meeting Management
- Managing Your Time
- Managing Interruptions, Time-Wise Decisions & Power of a Positive "No"
- Effective Delegation
- Work-Life Balance
- Be a Great Boss

Module 3: Motivation for Team Success

A major function of supervisors/ managers is to motivate their employees. Different people can have quite different motivators. Some people are motivated by money, others by recognition, time off from work, promotions, learning opportunities, opportunities for socializing and building relationships, etc. Therefore, when attempting to motivate people, it's important to identify what motivates them. When employees feel good about themselves, the work they do, and the company they work for, it is much easier to gain their cooperation. Good motivators can coach their team to greatness by providing the right opportunities which allow employees to utilize their skills and maximize their production on the job.

Key Focus Areas
- Defining Motivation
- Motivational Theories, Principles & Elements
- Types of Motivation
- Motivational Leadership
- Strategies for Motivation
- Motivating a Multigenerational Workplace
- Importance of Team Building
- Motivational "Zappers"
- Best Practices

Module 4: Performance Management

Most supervisors/ managers can very easily outline their own duties and responsibilities, as well as those of the people they supervise. Turning job duties and responsibilities into specific, objective and measurable standards, can be challenging. This is a valuable tool for effective performance management. Employees generally appreciate having specific goals that provide a clear sense of direction, verify their competence and position them for growth and development. Performance management requires not only setting standards and goals, it also requires consistent observation, measurement, documentation, and feedback. Performance management, when handled appropriately, can assist in the development and retention of employees and prepare them for future opportunities within the company.

Key Focus Areas
- Performance Management Cycle
- Setting Expectations
- Performance Planning
- Managing Performance
- Appraising Performance
- Rewarding Performance
- Documenting Performance Consistently & Systematically
- Completing The Performance Appraisal
- Structuring The Appraisal Delivery
- Performance Management Matrix
- Handling Difficult People

Module 5: Coaching and Corrective Action

Effective and consistent coaching allows supervisors/ managers to build relationships with employees and help them not only meet but exceed expectations. Coaching is about understanding people and issues, keeping lines of communication open and immediately addressing any performance, dependability or conduct concerns consistently. Coaching can eliminate or greatly reduce the need to apply corrective action. Progressive discipline is the application of corrective measures designed to motivate an employee to correct his or her conduct and/or performance. The intent of this program is to assist supervisors/ managers in determining when disciplinary action is necessary, what level of discipline is appropriate, and how to administer the discipline. Supervisors/ managers have more success in turning a problem employee into a productive and loyal member of their team when progressive discipline is used as a developmental tool rather than as a hammer.

Key Focus Areas
- Defining Coaching
- Coaching Obstacles
- Effective Coaching Steps, Styles, & Strategies
- Constructive Feedback
- Regulations
- Responsibilities of Supervisors/Managers
- Categories of Discipline
- Types/Levels of Warnings
- Causes of Difficult Behavior

Module 6: Interviewing & Selection

An organization's success is determined by its people. Conducting effective interviews and utilizing good hiring practices can eliminate or reduce bad hires, avoid legal risks, reduce costs, increase productivity and improve morale. Misguided hiring decisions can result in high turnover, duplication of training, missed opportunities, lost customers and may necessitate a subsequent dismissal which exposes the organization to the risk of wrongful termination. An effective interview will help supervisors/ managers determine the strength, weaknesses, and suitability of the candidate for the job, resulting in the development of a diverse and productive workforce. Making good hiring decisions is crucial to the success of all organizations.

Key Focus Areas
- Legal Overview
- Interview Styles & Types
- Non-Negotiable Traits & Behaviors
- Types of Questions
- Interviewing techniques
- Planning Strategies
- Interview Questions
- Conducting & Concluding Interviews
- Evaluating Candidates
- Reference Checking & Documentation
- Selection Process

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