

CONFRONTING THE TOUGH STUFF: MANAGEMENT SKILLS FOR SUPERVISORS

Turning negative experience into positive results. In our rapidly changing business environment, sticky situations are bound to arise. Now you can prepare for the un expected with renewed problem-solving skills and enhanced confidence. You'll role-play real life situations that challenge your solid management skills as you handle the issues of today: team dysfunction, mediation between difficult employees and coping and working through "survivor" shock from reorganization, merger and acquisitions.

HOW WILL YOU BENEFIT

- Master practical, proven techniques for dealing with uncomfortable, challenging situations
- Becoming skilled at avoiding potentially litigious situations
- Write a difficult-to-create performance evaluation
- Enhance your team-coaching skills
- Over communication barriers to productivity

WHAT YOU WILL COVER

- How to coach uncooperative employees
- Constructive and destructive conflict and how to capture conflict and how conflict benefit
- Techniques for using conflict to increase cohesion
- The four stages of mediation
- Learning to effectively delegate to reluctant Staffers
- Motivating "survivors" : strategies for helping employees overcome organizational and interpersonal obstacles to performance
- How to write helpful, legally-sound performance appraisals

WHO SHOULD ATTEND: Managers and supervisors with two to five years of experience.

