

MANAGEMENT SKILLS FOR NEW SUPERVISORS

Balance conflicting demands while creating an atmosphere of creativity, enthusiasm and commitment.

Change is the norm. You are responsible for your own productivity and that of your staff. Your day-to-day dealings may include colleagues, your boss and senior management who have different interests and viewpoints.

This Management skills seminar equips you with proven supervisory techniques that you can put into action immediately. The tools savvy supervisors use to plan, organize, communicate and monitor will be at your fingertips to help you handle your new responsibilities and challenges with increased confidence, respect and power.

HOW WILL YOU BENEFIT

- Understand how to succeed in a rapidly changing environment
- Learn to plan, organize communicate and monitor like pro
- Apply the most appropriate supervisory style to each individual situation
- Understand your legal responsibilities
- Learn how to give constructive criticism
- Use delegation for effective employee development, time management and motivation
- Increase job satisfaction and work output through coaching

WHAT YOU WILL COVER

Embracing Your New Role and Expectations

- What your boss, employees, peers and senior management expect from you in your supervisory role
- Four basic management functions: planning, organizing, communicating, monitoring

Managing a diverse Workforce

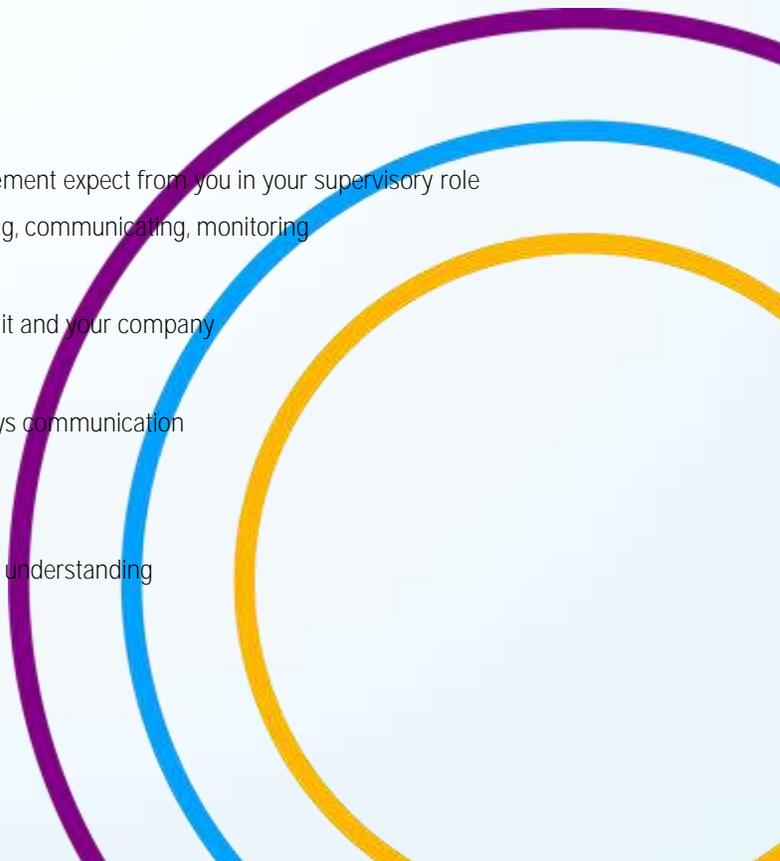
- Diversity issues and how they affect you, your work unit and your company

Filling your Communication Skills Toolbox

- Advantage and disadvantages of one-way vs. two-ways communication
- Capitalizing on the benefits of email

Communication and Team Performance

- Demonstrating and paraphrasing to check for content understanding
- Experiencing the impact of nonverbal communication



- Sending harmonious messages
- How to ask questions that get the answers you really need

Coaching for High- Quality Performance

- Giving and receiving constructive criticism
- How to minimize defensiveness in your and others
- Demonstrating a five-step coaching discussion model

Creating a Motivating Environment

- The essential of motivation
- Demonstrating rules for reinforcing productive behavior

Taking Delegation, Performance and Team Development to the Next Level of Excellence

- Using delegation as the motivational tool
- Developing a strategy for solving a current employee motivational problem.

Managing Performance Appraisals

- Understanding your company's appraisal system
- Recordkeeping and compliance issues
- Writing a performance appraisal document
- Conducting an effective performance appraisal meeting

WHO SHOULD ATTEND: New supervisors with fewer than five years of supervisory experience.

