



# Advanced Supervisory Skills

*How to boost supervisory skills to the next level by learning the keys to performance management, handling change and better communication*

## **Who Will Benefit From This Seminar ...**

Experienced managers and supervisors, new hires with “outside” supervisory experience, employees on a management fast-track, assistants with supervisory responsibilities, team and unit leaders— anyone in charge of people and projects who wants to energize and refine their approach to supervising

**Y**our managers have supervised others long enough to know how to get the job done. But they wouldn't be the high-quality managers they are if they weren't constantly finding new and better ways to fulfill their responsibilities, while helping others to shine too.

That's what this course offers: New thinking, managers' tricks of the trade, the potential for quantum leaps in performance and production and a faster and easier route to reaching—and exceeding—their established goals.

Experienced managers can have difficulty finding a “mentor” who can help direct them toward their next success. This workshop, however, represents countless years of business knowledge and expertise that can give them the same professional boost.

We designed this exclusive workshop to satisfy those needs. You won't find the same old supervisory fundamentals or management basics here. Instead, you'll gain exposure to the best and brightest supervisory thinking—used by successful, leading-edge managers and supervisors today. Your managers and supervisors are guaranteed to come away with solid, practical tools and ideas for making a difference in your organization.

## **On-Site Seminar Objectives**

We'll provide your managers with new and better ways to handle the most pressing problems they face, including:

- Understanding how to quickly transition employees from filling a role to unleashing their potential
- Techniques for writing and speaking, with crystal clarity, to workers and management across your organization
- How to develop the group spirit and work ethic that transforms their team into an unstoppable unit
- Establishing their own no-fail accountability system
- Ways to foster the seamless communication that's vital to all successful teams
- Managing a group's efforts with a greater understanding of its role in the overall organization
- Dramatically improving their presentation and internal sales capabilities
- Building professional goals and creating a proven plan for reaching them
- Plus much, much more!

Let SkillPath's on-site trainers show your managers and supervisors how to build the vision for their managerial advancement. Call 1-800-767-7545 to schedule this valuable workshop today.

## COURSE OVERVIEW

### Supervision is your chance to lead and make a difference

- How to understand what leadership is ... and what it isn't
- You may be the supervisor, but who's really leading your group?
- To think supervision, think like a leader
- Right decision, wrong time: Techniques for improving your timing
- How to build the strongest team from the start
- 9 objectives that every successful supervisor must fulfill
- How to develop the "next" supervisor within your team
- Ways to foster profitable risk taking among your team members

### Stop trying to perform "management" and start managing performance

- Common roadblocks on the path to spreading decision-making responsibilities
- The successful supervisor's way to encourage competence, accountability and results
- 5 requirements for team member empowerment
- How to root out the actual causes of poor performance
- What to do when you have to discipline
- How to become less of a doer and more of a delegator
- Become the coach your team needs to be a winner
- Tips and tactics for documenting employee performance
- How to streamline your discipline documentation process
- Why performance reviews are undermining your team ... and what to do instead

### Communication: A key component of your supervisory success

- What it takes to develop a more effective supervisory voice
- Proven ways to start using the language of values

- How to communicate your vision more effectively
- 6 characteristics of successful communicators
- The conviction-communication link that's vital to every exchange
- How to use the productive power of praise
- The 4 foundations that support all competent communications
- How to reach out, make people feel good and inspire others
- 5 components of clear and effective communication

### Change brings opportunities ... if you're ready and know how to handle it

- How to view change and explain it to your team members
- Organizational change and what it means to your supervisory efforts
- Strategies for communicating change, from start to finish
- How to deal with negativity in the face of inevitable change
- 5 factors involved in changing behavior
- How to set the stage and direct your group through change
- Crisis isn't spelled P-A-N-I-C: How to deal with the problem
- Steps to speed up the change process and work through it faster

### Learn to integrate your team's efforts throughout the organization

- Be the bridge between your team and the organization
- The right presentation styles can take your team a long way
- How to supervise content creation for your company-wide presentations
- Good delivery design and effective communications
- Communicate how your team's work impacts the company, your customers and your lives

- How to become a strategic-partner supervisor
- 5 characteristics that will bring allies your way

### Advanced supervisory tactics for handling problem team members

- How to discover the true causes of a team member's destructive attitude
- Productive ways to resolve internal team conflicts
- How to develop the best offense when your people are defensive
- Ways to work through an employee's poor attitude
- Strategies for face-to-face meetings that produce the results you need
- How to more effectively neutralize anger, negativity and burnout
- Options for finding new answers to old problems
- What to do when your only choice is discipline

### How to determine your direction and set a plan for getting there

- What it will take to become the supervisor you want to be
- Avoid the common misconceptions about planning and strategy
- Learn the difference between strategic planning and strategic thinking
- How to create team values through your own example
- Supervisory skills that the changing work world will demand
- How to strategize your own supervisory advancement
- Vigilance, perseverance and other characteristics for making *your* reality *their* reality