

SUPERVISOR EFFECTIVENESS WORKSHOP

PURPOSE: The purpose of the Supervisor Effectiveness Workshop (SEW) is to provide new supervisors with the knowledge, skills, and ability to:

- Transition effectively to the supervisory role
- Conduct the functions of supervision with confidence
- Respond to supervisory situations with flexibility and effectiveness

The workshop explores the role and responsibility of supervising people in the modern workplace and the special challenges of supervising young adults, knowledge workers, professional employees, and production workers. Participants learn how to use tools and techniques to do situational analysis that will lead to stronger and more effective supervision of people in a variety of work situations. The workshop focuses on supervising individuals and work team.

LEARNING OUTCOMES: As a result of attending SEW, participants will be able to:

- Define behavioral changes required when becoming a supervisor.
- Analyze supervisory situations.
- Use leadership styles with greater accuracy.
- Distinguish attitude-problems in people.
- Use active listening to improve communications.
- Use six techniques to motivate people and teams.

LENGTH: One Day 09:00 – 16:00

IACET CEU: 0.55 CEU

BENEFITS: A stimulating use of practice sessions, application exercises, feedback, and discussion of the real-life challenges faced by the participants. Participants are able to develop strategies for dealing with their own work situations. The program can be expanded to two days to include special client needs and more skill building problems. Each participant completes a questionnaire to gain insight into personal supervisory style.

PROGRAM OUTLINE

TIME	TOPIC
9:00	OVERVIEW AND EXPECTATIONS <ul style="list-style-type: none">• Purpose and objectives• Summary of desired outcomes of participants
9:15	SUPERVISORY ROLE AND RESPONSIBILITIES <ul style="list-style-type: none">• Making the transition to supervisor• Thinking and behavior of effective supervisors
10:45	BREAK
11:00	SUPERVISORY STYLE <ul style="list-style-type: none">• Understanding your own style• Style range and effectiveness
12:00	LUNCH
1:00	APPLICATION EXERCISE <ul style="list-style-type: none">• Situation analysis skill building
2:30	BREAK
2:45	SPECIAL ISSUES IN SUPERVISION <ul style="list-style-type: none">• Giving directions with confidence and effectiveness• Improving performance with bad employees• Motivating people and teams
4:00	END