



The ABC's of Supervising Others

This two-day workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss, whether you are a team leader, a project manager or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

Workshop topics

- Help clarify roles and responsibilities of the new job
- Adjust to the new role with confidence and an assurance you can handle the position
- Develop your communication skills in listening, asking questions, and giving feedback to employees
- Develop a technique for making sure you give employees instructions that are clear and understood
- Identify some techniques to deal with employee challenges such as hostility, complaints, and laziness
- Recognize the importance of being visible and available to employees
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

What You Will Cover

Day 1

- Introductions, Objectives, Agenda
- Pre-assignment discussion
- Getting started as a new boss
- Understanding your responsibilities
- Setting goals
- Identifying priorities
- Communication skills you need

Day 2

- Advanced communication skills
- Giving feedback
- Giving orders, requests, and suggestions
- Mistakes to avoid
- Dealing with difficult employees
- Managing conflict

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

Two day workshop

