



Leadership: Management and Supervisory Skills

8-hour Course Outline

While people are the organization's most important resource, and managers must get things done through people, people can be a real challenge! Successful organizations have great people and great people managers. They have managers and supervisors who help people perform at high levels, managers who know how to get employee commitment. They have managers who know how to lead people through change and get results.

This fun and interactive course will help you develop tools to work with people to achieve results. Learn real-world and practical ways to deal with challenges and interpersonal issues.

Participants will be able to:

- Understand behavior
- Increase personal effectiveness
- Identify behavior patterns
- Develop successful strategies for dealing with behaviors
- Give effective feedback
- Understand how to run a meeting effectively
- Design and use responsibility and scheduling charts
- Identify criteria to delegate and track effectively

Course Outline:

- 1) Introductions
 - a) Instructor
 - b) Participants
 - c) Topic
- 2) The role of the supervisor and behaviors expected
 - a) Achieving the organization's stated purpose
 - b) Overview of traditional and current models
- 3) Management and supervisory competencies
 - a) Increasing personal effectiveness
 - i) Challenges
 - ii) DiSC Personal Profile
 - iii) Behavior patterns of self and others
 - iv) Strategies for dealing with behaviors
 - b) Giving and receiving feedback effectively
 - c) Running meetings
 - d) Managing and tracking
 - i) Responsibility charts
 - ii) Scheduling charts
 - e) Delegating effectively
- 4) Wrap-up
 - a) Learning
 - b) Evaluations