

Introduction to Supervision

Training Outline

Course Length: 2 to 3 days

Course prerequisites: none

Overview

This workshop is designed to provide the new or prospective supervisor with a foundation in the principle and practices of supervising employees. Through the use of lectures, discussions, and applied exercises, the role of the supervisor is defined and expectations by management, peers, and subordinates are clarified. Participants are introduced to basic legal requirements affecting the management of employees and to selected leadership techniques and concepts that will prove useful in developing and supervising a productive work group.

Course Content

Section I: Introduction

- The Destructive Path
- The Constructive Path

Section I: I'm A Supervisor – Oh No!

- Theory X Management
- Theory Y Management
- Theory XY Management
- A Supervisor's Challenge
- The Duties of a Supervisor
- Watch and Learn

Section II: Planning and Time Management

- The Ideal Day
- How Can I Manage My Time Better?
- Time Wasters
- Redefining your Workload – The Elimination Principle
- Using the Elimination Principle
- Priorities and Goals
- SMART Goals
- The Value of Goals
- Characteristics of Effective Goals
- The Goal-Setting Process
- Prioritizing Tasks
- Time Wasters and Productivity Killers
- Making Meetings Efficient and Effective
- Taking Control of Your Time
- Dealing With Interruptions
- How To Say “NO”
- Time Challenges and Time Solutions

Section III: Leadership

- Setting the Stage
- The Journey
- Key Qualities of Leadership
- Leadership Styles
- Creating A Leadership Environment
- The Champion’s Creed

Section IV: Delegating

- Delegating – Your Number 1 Tool
- Delegation Myths
- The Six Steps of Delegating
- Things You Should Always Delegate
- Things You Shouldn’t Delegate
- Monitoring the Tasks Your Delegate

Section V: Communication

- Why is Communication Important?
- Assumptions: What Are They and How Can They Affect the Communications Process?
- The Four Approaches to Speaking
- Tones of Communication
- Non-Verbal Communication
- Active Listening
- Assertive Communication
- Handling Conflict and Anger

Section VI: Motivating Your Employees

- You Get What You Reward
- What Motivates An Employee?
- What Should I Reward?
- Is Money Important?
- What Motivates Today's Employees?

Section VII: Measuring and Monitoring Performance

- Goals
- A Feedback System
- Monitoring Tools At Your Disposal
- Now What?

Section VIII: Behavior and Performance Problems

- Disciplining Employees
- Focus On Performance, Not Personalities
- Performance Problems
- Misconduct
- Actually Disciplining An Employee
- Performance Improvement Plans

Section IX: Terminating An Employee

- Types of Terminations

- Actually Firing Someone
- When Should I Terminate Someone?

Section X: Performance Evaluations

- Why Should I Conduct Performance Evaluations?
- So, Just What Do I Evaluate?
- The Performance Evaluation Process
- Mistakes Evaluators Make
- Reduce Surprises – Prepare

Section XI: Supervisory Self-Development

- Keep Your Skills Sharp
- Technology – Embrace It
- Keep Your Ear To The Ground
- Change – Mergers and Acquisitions and Restructuring and “Right Sizing”
- Always Look To The Future