

The ABC's of Supervising Others

Course Overview

This workshop is for those people who are new supervisors or who are interested in a supervisory position, as well as those who are lead hands or part-time supervisors without a great deal of authority.

This workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

Learning Objectives

By end of the training workshop, participants will be able to:

- a) Understand the scope of responsibilities for supervising others
- b) Produce proper plans for themselves and for their teams
- c) Improve their approach in communicating with others
- d) Increase ability to coach others

Target Audience

Staff with current or potential supervisory role such as: team leaders, supervisors, project managers, section heads and department managers.

Methodology

The training course is delivered through presentations & discussions, group work, videos and case studies.

Duration

Two Days

Course Outlines

1. Making the Transition
 - How Will My Role Change?
 - Questions Supervisors Have
2. Responsibilities of a Supervisor
3. Setting Goals
4. Planning

- How Can Planning Help Me?
- The Six Steps to Planning
- The Next Steps
- Types of Tasks

5. Communication

- The Communication Funnel
- Listening
- Asking Questions
- Probing
- Paraphrasing
- Non-Verbal Messages

6. Giving Feedback

7. Ask for What You Want

8. Providing Instruction

9. Orders, Requests, and Suggestions

10. Managing Conflict

- The Conflict Resolution Process
- Seven Steps to Ironing Things Out

11. Dealing with Difficult Employees

- The Hostile Employee
- The Chronic Complainier
- The Lazy Employee
- The Over-Dependent Employee

12. Dealing with Others

13. The Reciprocal Quality of Relationships

- The People Network
- The Negative Spiral