

# 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 Complainer
  - The Lazy Employee
  - The Over-Dependent Employee
- 12. Dealing with Others
- 13. The Reciprocal Quality of Relationships
  - The People Network
  - The Negative Spiral