

Supervising for Success

Program Description

So much is expected of today's supervisors – from coaching and counseling employees, giving effective feedback, and leading productive meetings – to dealing with difficult workers, motivating others to excel, and communicating with the boss and other key players. So many skills are required – and so few supervisors are adequately prepared. This information-packed workshop will provide you with an invaluable set of tools/skills that is critical to supervisory success.

You'll benefit by learning:

- The roles/responsibilities of the new or experienced supervisor
- The 12 characteristics of a highly performing team
- The principles of executive presence
- How to adapt their communication style to those with differing styles
- Techniques for giving and taking constructive criticism
- How to be a S.M.A.R.T. coach and counselor
- A 5-step coaching meeting model that works
- Power approaches and when to use them
- How to delegate tasks to others and get the desired results
- 7 steps to solving problems in a positive way
- Practical ways to inspire and motivate others
- Techniques for leading others through change

Maximum participants: 15

Program length: 2 days