



# Introduction to Supervision

## ST00131

### 4 Days

**COURSE GOAL:** Students should have a better understanding of the basics of leadership and supervision.

**PREREQUISITES:** None

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Describe the significant and varied responsibilities of a supervisor.
- Describe the skills of planning, delegating, monitoring and evaluating.
- Recognize how leadership, management and communication skills must be combined for effectiveness.
- Recognize the diversity in people and utilize their differences as assets.
- Listen effectively and provide constructive feedback.

**KEY TOPICS:**

**I. Supervision**

- A. Identifying the Different Styles of Management
- B. Meeting the Management Challenge
- C. Explaining the New Functions of Management
- D. Laws That Supervisors Should Be Aware Of

**II. Leadership**

- A. Understanding the Differences between Management and Leadership
- B. Figuring Out What Leaders Do
- C. Surveying Leading Leadership Traits
- D. Fostering Collaborative Leadership

**III. Goal Setting**

- A. Setting a Direction
- B. Identifying SMART Goals
- C. Communicating Your Goals to Your Team
- D. Juggling Priorities: Keeping Your Eye on the Ball
- E. Using Your Power for Good: Making Your Goals Happen

**IV. Effecting Communication**

- A. Using Different Communication Methods
- B. Choosing When to Use Verbal vs. Written Communication
- C. Common Obstacles to Effective Communication

- D. Active and Passive Listening
- E. Providing Effective Feedback

**V. Employee Discipline**

- A. Understanding Employee Discipline
- B. Focusing on Performance, Not Personalities
- C. Identifying the Two Tracks of Discipline
- D. Disciplining Employees: A Suite in Five Parts
- E. Making and Implementing a Plan for Improvement

**VI. Building a Team**

- A. Approaching the Hiring Process
- B. Defining the Job Before You Start
- C. Recruiting Talent
- D. Reviewing Applications
- E. Interviewing the Best
- F. Evaluating Your Candidates Further
- G. Hiring the Best (and Leaving the Rest)

**VII. Training a Team**

- A. Phasing Out the Old Hierarchy
- B. Empowering Your Teams
- C. Identifying Advantages of Teams
- D. Setting Up and Supporting Your Teams
- E. Meetings: Putting Teams to Work
- F. Becoming a Coach
- G. Coaching Methods, Guidelines, and Tools

**VIII. Inspiring Employees to Better Performance**

- A. Developing Employees
- B. Creating Career Development Plans
- C. Helping Employees to Develop
- D. Finding a Mentor, Being a Mentor
- E. Getting What You Reward
- F. Figuring Out What Employees Want
- G. Rewarding Employees

**IX. Evaluating the Team Members**

- A. Measuring Progress
- B. Developing a System for Providing Immediate Performance Feedback
- C. Charting Progress
- D. Evaluating Performance
- E. Avoiding Common Mistakes That Evaluators Make

**X. Leading Change**

- A. Managing Urgency and Crises
- B. Identifying the Four Stages of Change
- C. Becoming a Leader of Change
- D. Handling Mergers and Layoffs

**XI. Managing Diversity**

- A. Managing Cultural Diversity
- B. Understanding National Culture
- C. Understanding Diversity Trends
- D. Taking Ten Steps to Make Diversity Work

**XII. Ethics and Office Politics**

- A. Defining Ethics

- B. Evaluating Your Political Environment
- C. Scrutinizing Communication: What's Real and What's Not?
- D. Uncovering the Unwritten Rules of Organizational Politics
- E. Protecting Yourself

**XIII.** Working with Unions

- A. The Governing Laws of Unions
- B. Working with Different Types of Unions
- C. Working with Unions

**XIV.** Budgeting and Accounting

- A. Exploring Budgets
- B. Working with Budgets
- C. Understanding the Basics of Accounting
- D. Identifying the Most Common Types of Financial Statements

**XV.** Using Technology

- A. Using Technology to Your Advantage
- B. Weighing the Benefits and Drawbacks of Technology
- C. Making Room for a New Kind of Employee
- D. Managing from a Distance

**XVI.** Common Management Trends and Mistakes

- A. Management Trends
- B. Common Management Mistakes