

Soft-Train®



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Technology Works*

Introduction to Supervision (3 Days) ST00131

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