

# The Professional Supervisor

## Course Overview

*Professional Supervisor Skills* is a three-day intensive program ideal for newly promoted or aspiring supervisors who are motivated to succeed and excel in their new role. Participants learn the difference between managing and leading, how to deal with challenges, effective prioritization, professional communication habits, and team motivation. They will also develop skills on providing useful feedback and empowering their team to grow and flourish.

## Learning Objectives

- ✓ Clarify the scope and nature of a supervisory position
- ✓ Learn some ways to deal with the challenges of the role
- ✓ Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization
- ✓ Learn key techniques to help you plan and prioritize effectively
- ✓ Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision
- ✓ Develop strategies for motivating your team, giving feedback, and resolving conflict

## Course outline

1. **Session 1: Course Overview**
  - Learning Objectives
  - Pre-Assignment
  - Questionnaire: Role As A Member of The Management Team
  - Questionnaire
  - Pre-Course Assessment
2. **Session 2: Adjusting to Your Role**
  - Introduction
  - Be a Learner
  - Refresh Your Network
  - Leverage a Mentor Set
  - Limits
  - Let Go
  - Pre-Assignment Review Making The Transition
  - Dealing With Older Employees
  - Dealing With Friends Who You Now Supervise
  - Dealing With Unions
3. **Session 3: A Supervisor's Responsibilities**
  - Making Connections
4. **Session 4: Action-Centered Leadership**
  - Model Overview
  - Individual
  - Team
  - Task
  - Considering The Possibilities
5. **Session 5: Making Plans**
  - Old Sayings With Staying Power
  - Introduction
  - Breaking Down The Matrix
  - Progress and Maintenance Tasks
  - Prioritizing Case Study
  - The Four Elements
  - The Importance of Goals
  - Benefits for Employees
  - Planning to Plan
6. **Session 6: Setting Goals**
  - Going After Your Dreams
  - The SPIRIT Acronym
7. **Session 7: Defining Leadership**
  - Making Connections
  - Key Characteristics

A Brief History  
The Leadership Formula  
Where We Want To Be  
Direction and Support  
Case Studies  
Situation Two  
Situation Three  
Situation Four

**8. Session 8: The Situational Leadership**

Model  
The Situational Leadership II® Model  
Director's Style  
Coach's Style  
Supporter's Style  
Delegator's Style  
Understanding Your Comfort Zone  
Our Comfort Zone  
The Cyclical Process

**9. Session 9: What's Your Type? How About Mine?**

Assessing Your Preferences  
Identifying Your Characteristics and Preferences  
Example  
Questionnaire  
What Does it Mean To Have a Number?  
Mostly A's – Inquiring Rationals  
Mostly B's – Authentic Idealists  
Mostly C's – Organized Guardians  
Mostly D's – Resourceful Artisans  
What's Important?  
Making Connections

**10. Session 10: Team Building**

Tips What is a Team?  
What Does That Mean?  
Advantages and Disadvantages of Teams  
The Advantages of Teams  
How Can Teams Help Employees Grow?

**11. Session 11: Developing a High-Performing Team**

The Five Stages of Team Development  
Forming

Storming Norming Performing Adjourning  
How Can I Help? Team  
Problem Solving  
Tips for Effective Leadership  
Characteristics of Team Players

**12. Session 12: Communication Skills**

Defining Communication  
Making Connections  
Communication Barriers  
Active Listening Skills  
Responding to Feelings  
Reading Cues  
Demonstration Cues  
Tips for Becoming a Better Listener  
Making Connections  
Building Relationships with Questions  
Open Questions  
Closed Questions  
Opening Up Questions  
Probing Techniques  
Verbal and Non-Verbal Probes  
Probing Techniques  
The Communication Process  
Breaking Down the Process  
Tips and Tricks

**13. Session 13: Motivating Employees**

To Motivate or Instigate  
The Carrot  
The Whip  
The Plant  
What Do You Think?  
Making Connections

**14. Session 14: Orientation and Onboarding**

The First 48 Hours  
Orientation  
Onboarding  
How Did Your Orientation Rate?  
Questions

**15. Session 15: Training Tips and Tricks**

Guidelines for Effective Training  
Developing Your Training Skills

**16. Session 16: Providing Feedback**

The Purpose of Feedback  
In Private  
Balanced  
Relevant  
Specific  
Documented  
Personal (In the Right Way) Skill  
Building  
Receiving Feedback

**17. Session 17: Doing Delegation Right**

Delegation is a Key Skill!  
Defining Responsibility and Accountability  
Defining Delegation  
Making Connections

**18. Session 18: Dealing with Conflict**

Process Overview  
Deciding When To Get Involved  
The Problem Solving Model  
Breaking Down The Model  
Background Information  
Team Leader's Worksheet

**19. Session 19: Managing Disciplinary Issues**

What is Discipline?  
The Disciplinary Meeting  
A Sample Discipline Checklist for a  
Supervisor

**20. Session 20: A Personal Action Plan**

Starting Point  
Where I Want to Go  
How I Will Get There

**21. Summary**

**22. Recommended Reading List**

**23. Post-Course Assessment**