Excelling as a Manager or Supervisor

OVERVIEW

Managers and supervisors face the most difficult challenge of their careers—working through others to get things done.

This unique on-site seminar can show them how to successfully make the transition from team player to take-charge leader. They'll learn how to motivate employees … how to work through conflict and difficult behavior … and how to establish the credibility and authority they need to organize constantly shifting projects, priorities and deadlines.

LEARNING OBJECTIVES

- Effectively making the leap from worker to supervisor
- How to lead instead of boss
- Boosting employee productivity, enthusiasm and commitment
- How to manage projects and priorities
- Overcoming supervisor-employee communication barriers
- Correcting problem behavior and poor performance
- How to control conflict and crisis in the workplace
- Self-management skills that win respect
- A review of avoidable legal mistakes new managers often make
- Maintaining supervisory balance, avoiding time wasters and shouldering responsibility

COURSE HIGHLIGHTS

New or not, making the leap from worker to supervisor

- What it takes to be a manager: An overview of your day-to-day responsibilities
- Why it's important to "take charge" and put your best foot forward from the beginning—and a half-dozen tips for doing just that
- The subtle do's and don'ts in the relationship boundaries between you and your boss
- Drawing the line on social relationships with those you manage
- 10 common management missteps you'll want to avoid

Why leadership is an essential ingredient of management

- Why bosses turn people off— and leaders turn people on
- 5 sure-fire ways leaders gain the commitment and cooperation of workers
- The advantages of being available and visible to workers
- How to develop your natural leadership ability to spark passion in workers—and in other managers
- How to develop and assert your leadership abilities in groups or team situations

Indispensable everyday management skills

- How to keep track of employees' progress on a project without giving the appearance that you're checking up on them
- How to make delegating a natural, comfortable part of your supervisory routine
- Techniques for putting your creative problem-solving ability to work in supervisory situations that call for innovative solutions
- A 5-step approach to identifying and solving any problem
- An overview of EEO and sexual harassment guidelines every manager must know

How to make things happen— boosting worker productivity, enthusiasm and commitment

- How to increase productivity by effectively assessing workers' skills and matching them to work assignments
- Using praise effectively: Why how you praise is as important as the praise itself
- The top 10 ways to harness inborn worker motivation to accomplish organizational goals and produce quality work
- How to put the greatest management principle in the world into practice to save you and your employees countless hours of frustration and unnecessary work

CORPORATE STRATEGIES
BY SKILLPATH® | *Training • Development • Coaching*

Getting the job done right and on time: How to manage projects and priorities

- Understanding the concept of important vs. urgent: How to define your productivity payoffs and take action for success
- 9 steps for defining and planning any project
- The single key to understanding how to manage multiple projects
- How to use your goals to set your daily priorities

Communication skills that make the difference

- The 10 keys to leading successful meetings
- How to manage up the ladder—tips for communicating effectively with your boss and other executives
- Using your listening skills to create a caring, understanding workplace
- How to give criticism and negative feedback without provoking workers
- 6 tips for overcoming the most common supervisor-employee communication barriers

Correcting problem behavior

- Strategies for getting to the root causes of poor performance
- How to conduct a fair and constructive performance evaluation—and what to do when workers disagree with your assessment of their performance
- Easy methods for overcoming tardiness and absenteeism
- The 2 key behavior modification techniques that are successful in turning around unacceptable performance

Controlling conflict in the workplace

- How to save face when an employee sets you up or publicly tries to embarrass you
- How to handle an employee who disagrees with something you want done or the way you want it to be done
- How to deal with employees who constantly complain they have too much work
- How to avoid the conditions that foster employee conflict

Supervisor, manage thyself

- Dealing with interruptions, procrastination and other time robbers: 9 tips for budgeting your time to multiply the results you get from every day
- How to keep your cool and stay motivated even in the most heated moments
- Putting the brakes on stress even when tight deadlines and tough situations have you working at fast-forward speed
- Building your assertiveness: How to project self-confidence without coming across as arrogant or pushy

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)