

STEPPING UP to SUPERVISION

IMPLEMENTING BEHAVIOURS OF SUCCESSFUL SUPERVISORY MANAGEMENT

It doesn't matter whether you supervise a team of two or twenty, a neighborhood watch team or a team of scientists. The necessary skills are still the same.

What are the skills you need to be a successful supervisor? What obstacles are you encountering to keep you from reaching your leadership potential? During this workshop, we will discuss the different roles that leaders play in the organization's success, and learn how to prioritize, delegate, and develop your team.

After participating in this session, participants will be able to:

- Discuss the different roles that leaders play in organizational success and what skills are critical for success.
- Recognize the difference between managing and leading.
- Identify and discuss concepts on leadership.
- Identify the four primary sources of conflict.
- Utilize the P.A.I.D. model for time management.
- Recognize the difference between delegation and empowerment and identify when each method is appropriate.
- Inspire their employees by providing what employees need to become more self-motivated.

COURSE LENGTH – ONE DAY

Program Delivery

OUR FACILITATORS

Ignition Strategies Signature Facilitators are some of the most capable communicators in the business, partly because they are some of the best listeners. You can be assured that they will bring exceptional focus and mediate every exchange in ways that will maximize the participation of every attendee.

They will bring to life creative exercises and thought-provoking challenges that illustrate the content in memorable ways. Likewise, our facilitators tie together situational comments and bridge valuable discussions that ensure the real life issues found in your workplace are integrated into the workshop.



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IMPROVING WORKPLACE PERFORMANCE *through* COACHING

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In many organizations, supervisory roles and behavior are changing, especially in organizations that have moved to a team structure. No matter what the environment or structure, a supervisor's success depends on the ability to work effectively through other people. In addition, an employee's ability to function, grow, and develop depend on the support and encouragement of their supervisor.

Coaching is a simple pro-active process used to develop employees through ongoing one-on-one communication. This process is especially effective when working with an employee that is not performing at an acceptable level.

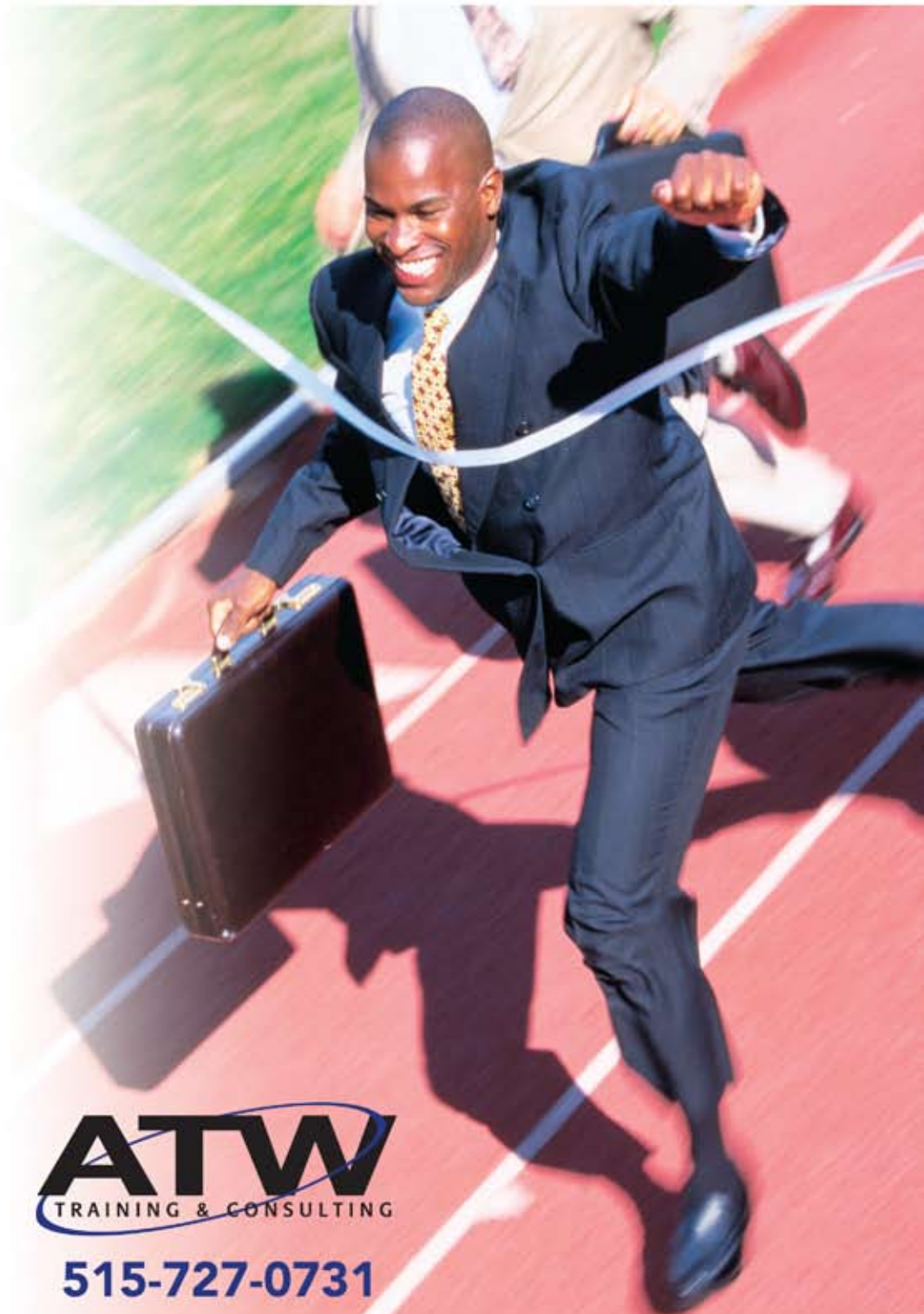
In this session you will:

- Identify and discuss the benefits of coaching.
- Determine when coaching is and is not the answer.
- Determine your personal coaching style.
- Discuss and practice the 5 step coaching model.

Key Learning Points:

- Who benefits when coaching is done correctly?
- When to coach.
- The 5 step coaching model.
 - Contracting
 - Opportunity
 - Action
 - Commitment
 - Achieve
- Why coaching may not occur.

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