



# PUBLIC SECTOR EXCELLENCE

Practical Training and Consulting for Public Sector Employees

## Preparing for Supervision

### *The Fundamentals of Leadership*

A workshop for those who work and serve in the Public Sector

*This workshop can also be customized for in-house presentations. Contact us for information on in-house presentations.*

#### Workshop Hours

8:30 AM – 4:30 PM

#### Lunch

No Host

#### Forrest Story

Principal  
Consultant

#### John Perry

Senior  
Consultant

This one-day workshop is for Public Sector employees and lead workers who are thinking about moving up to the job of supervisor. It is also ideal for current supervisors and manager who want to revisit the basics. It is designed for those who want to:

- Learn the role of a supervisor and the fundamental qualities and skills needed to be successful in that role.
- Gain insight into making the transition from “worker” to supervisor.
- Learn practical approaches to supervision that you can put to work immediately.
- Learn fundamentals of delegation and avoid the traps that counter “the best laid plans.”
- Use effective techniques when dealing with unacceptable employee behavior, and those employees who test the lower limits of productivity.
- Learn how to keep the motivated worker motivated,
- Apply a step-by-step approach to making informed decisions.
- Assess personal readiness for taking on the important job of supervisor.
- Learn practical ways to motivate employees to do a better job.
- Develop practical skills to help you set, communicate and reinforce performance expectations.
- Learn the dos and the don'ts of coaching employees.
- Prepare for the supervisory job interview.

**Workshop Format:** This workshop is highly interactive. Participants will learn from presentations, case studies, skill practice exercises and other experiential tools. Each participant will be given handout material with useful and practical information for use back on the job.

**Workshop Leader:** Forrest L Story has over 25 years of public sector experience in staff, supervisory and leadership positions. He has facilitated hundreds of workshops on the subjects of Public Sector customer service and interpersonal relations. As a former worker, supervisor, manager and educator in public service, he receives high marks from students and trainees for his entertaining yet practical “down to earth” teaching style.



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## Working Successfully With Customers

### *Staying Courteous Under Pressure*

A workshop for those who work and serve in the Public Sector

#### Topics of Instruction

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#### The Role of the Public Sector Supervisor

- Clarify the *role* of the supervisor from the *manager* and *worker* perspective.
- Identify potential *conflicts in expectations* between worker and supervisor.
- Establish a meaningful and practical framework for *communication* with employees, peers and managers.
- Develop an understanding of the difference between *managing* and *leading* and establish ways to do both as part of your *supervisory style*.

#### Decision Making and Problem Solving

- Learn the types of *decisions* required of a public sector supervisor.
- Apply a step-by-step *approach for decision-making* regarding delegation, policies, procedures, personnel matters and resolving conflict.
- Learn how to *sell your boss* on a good idea and *better ways* of getting work done.
- Learn how to help others *take the initiative* to improve quality of work life and morale.
- Identify techniques to truly motivate others to *bring their best to work each day*.
- Establish ways to incorporate *accountability* as part of your supervisory style.

#### Getting Off to the Right Start: Delegation, Coaching and Leadership

- Learn how to *build rapport* with employees – the new or veteran employee.
- Discuss and develop strategies to successfully *make the transition* from worker to supervisor – traps in viewpoint and approach to watch out for.
- Learn how to orient employees to your job expectations and to *set them up for success*.
- Learn what *delegation* actually is and its importance to supervisory success.
- Build an understanding of how to *empower workers* and how empowerment can be used in a public sector setting.
- Learn how to *coach for success* and set high quality standards for performance. It's about *raising the bar, not lowering it*.

#### Communicating for Results and Working With the Difficult Employee

- Practice *assertive* communication techniques that help *open up* discussions, *clarify* expectations, promote *accountability* and *reduce defensiveness*.
- Identify the interpersonal skills necessary to *communicate effectively*.
- Learn how to deal with employees who *test the lower limits of productivity*.
- Learn how to keep *motivated workers motivated*.
- Develop ways to *manage conflict* on the job before it manages you.

#### Preparing for the Supervisory Job Interview

- Review questions frequently asked by interview panels and how to prepare for the supervisory interview.