

| MODULE TITLE | LEARNING SNAPSHOT | LEARNING COMPONENTS | COMPETENCIES |
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| SUPERVISOR DEVELOPMENT COURSE OFFERINGS | | | |
| <p>Key Supervisor Responsibilities – as front line leaders serving as the lynchpin between team members and upper management, understanding this critical role, how to effectively manage people will lead to achieving organizational goals.</p> | <ul style="list-style-type: none"> • The Company and YOU • The Making of a Good Supervisor • Models of Good Leadership • Let’s Talk Challenges and Changes | <p>Role-play exercises Case studies Real-time scenarios</p> | <p>Accountability, Leadership, Human Resource Management, Emotional Intelligence</p> |
| <p>Effective Communication Strategies – cultivating skills for better individual and group communication to foster a homogenous workplace.</p> | <ul style="list-style-type: none"> • Creating Positive Relationships • The Skilled Communicator • Barriers to Communication • The Five Step Process | <p>Johari Windows Exercise Questionnaires Pre-Assignment</p> | <p>External Awareness, Interpersonal Skills, Human Resource Management</p> |
| <p>Efficient and Effective Time Management - is your most valuable asset. And, at the root of every business belief, Time is money. This training segment will address reducing disorganization and disruption to maximize your Time Management skills.</p> | <ul style="list-style-type: none"> • Key Principles for Effective Time Management • Methods for Managing Meetings • Principles and Best Practices to Manage Time • Knowing When and How to Delegate • Leveraging the Four D’s | <p>Productivity Awareness Assessment Individual Exercises Case Studies Post-Assignment Action Plan</p> | <p>Accountability, Human Resource Management, Professionalism</p> |
| <p>Building Productive Work Teams –Maximizing skills to cultivate Simpson Lumber team member talents while meeting and exceeding organizational goals.</p> | <ul style="list-style-type: none"> • Your Team Environment • Development Stages of Teams • Characteristics of Teams • How Does Your Team Communicate • Trust/Relationship Elements • Team Problem Solving • SWOT Analysis • Team Action Plans | <p>Exercises Group Project Progress Analysis Team Contract Development</p> | <p>Human Resource Management, Professional Engagement</p> |
| <p>Conflict Resolution Dealing with Difficult People - Getting Along in the Workplace Learning to manage different personality types while assessing personal characteristics that cause and diffuse conflict.</p> | <ul style="list-style-type: none"> • Relationship Factors • The Element of Change • Identifying, Dealing & Preventing Problems • The Root of Difficult Behavior • Open and Hidden Conflict • Five Stages of Conflict • Communicating through the Problem | <p>Best Instruments™ Negotiating Style Assessment Project Scenarios Pre-Assignment Self-test</p> | <p>Conflict Resolution External Awareness, Initiative, Leadership</p> |

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| <p>Coaching for Performance Improvement— Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization.</p> | <ul style="list-style-type: none"> • Defining Coaching • Skills Involved in Coaching • Building Coaching Skills • Strengthening Interpersonal Communication • Five Critical Coaching Skills • The Coaching Model • Avoiding Coaching Problems | <p>Exercises Group Project Role-Playing Assignment: Coaching Assessment</p> | <p>Accountability, Results Oriented, Leadership, Influence, Professionalism</p> |
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TRAINING INCLUSIONS



COURSE DELIVERABLES

What makes our training unique?

We are vested in providing **Results** and the **ROI**. Our training modules are researched based; and, delivered in a challenging, and highly engaging learning environment by professionals with extensive experience in the Learning and Development and Human Resource Management industry. Our clients see **Results** through the culture shift that is effected by participants' **behavior changes**; impactful opportunities to exercise new skills and techniques in focused **Learning Labs**; and, supervisor participation in one-on-one **Coaching** sessions. The **ROI** is demonstrated through these efforts as well as many others allow us to define and determine in partnership with you the most appropriate solution.

Our Delivery Model

- ◇ Achieve a clarity of the business context to enable laser focus on how we can add value
- ◇ Consult with client to define measurable learning outcomes that aligned to the business objectives
- ◇ Right size the appropriate evaluation strategy
- ◇ Provide a report that details:
 - Business context
 - Organization's learning objectives
 - Activities and behaviors observed by facilitator that may impact performance and/or overall business goals
 - Participants' feedback evaluation results
 - Identify potential performance risks and propose future learning strategies

