

Supervisor Leadership Skills

The Problem

Promotions, career changes, company growth, restructuring--all can result in placing inexperienced employees in supervisory positions. Manufacturing leads, engineers, and senior staff members can find themselves in a position of supervision, lacking the basic skills required to succeed.

The Solution

In **Supervisor Leadership Skills** participants define and develop the skills needed to achieve company goals by working with and through their staff. The expectations of a supervisor are defined and supervisor/ staff relationships are explored. The distinction between supervisory and non-supervisory work is defined. The workshop provides ample opportunity to apply concepts learned and to develop an action plan for growth in basic supervision skills.

Objectives

At the end of this program, the participants will be able to:

- **Delegate** tasks and follow-up effectively
- Efficiently **manage** daily staff activities
- Effectively **communicate** through listening and feedback
- **Use simple techniques** for working with conflict
- Create a **motivating** environment
- **Work with the diverse talents** and skills of their staff
- **Set mutual goals** with staff members
- **Provide feedback** for improvement and recognition
- Encourage **self management**
- **Match supervisory style** to employee needs
- **Facilitate employee growth** using coaching techniques
- **Conduct employee interviews** and performance reviews

The Workshop

The content of this workshop is customized to meet the needs and policies of your company. Depending on the objectives selected, the time required is 16 - 24 hours. This is most effective when conducted in half-day sessions. This allows participants time to apply concepts learned in class and bring experiences back to class for further discussion. The methods used to facilitate learning include case studies, role-playing, self-assessments, group activities, discussions and videos.

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ORGANIZATIONAL EFFECTIVENESS

Bolero guides Clients through development of Business processes tailored to unique business requirements. No two companies or supply chains are alike. Manufacturing and Supply Chain resources need to be aligned with partners to deliver effective results. We pride

Supervisor Leadership Skills

Workshop Topical Outline:

The Role Of A Supervisor

- o Functions of a Supervisor
- o Styles and Communication
- o The Impact of Style
- o The Model Supervisor

Moving People To Action

- o Leadership Style
- o Leadership Style Flexibility
- o Autonomy
- o Situational Leadership Model
- o 7 Qualities of Valued Leaders
- o How Do I Measure Up as A Valued Leader

Leadership Accountability

- o The Strategic Alignment Tool - Getting in Tune
- o My Customer/ Supplier Chain
- o Defining Meeting Customer Expectations
- o Fixing Recurring Problems: Fix or Prevent?
- o Managing Our Time
- o Urgent VS Important
- o The Priority Grid
- o Goal Setting for Accountability

Communication: The Key To Team Development

- o Listening - The Key to Communication
- o The Effective Listening Process
- o Getting Your Message Across: One-way and Two-way Communication
- o Presentation Skills
- o Turning Stress into a Positive Factor
- o Giving and Receiving Feedback
- o The Performance Evaluation

Coaching My Team

- o The Power of Coaching
- o Understanding Individual Uniqueness
- o The Impact of My Style on Coaching My Team
- o The Key to Coaching - Open Two-way Communication
- o The Hard Stuff: Performance Issues
- o Progressive Discipline Policy
- o Using the RUDDER™ For Feedback

Conflict and Change

- o Looking at Difficult People and Conflict Situations
- o Facilitating Change - Tips and Tools for Dealing with Change
- o Change and Human Behavior