

The Hallmarks of Supervisory Success

Developing strategies to effectively assume the supervisory role

Course Overview

How You Will Benefit

Effective supervision has the most profound positive impact on your business. Learning to develop strategies to successfully assume this important and challenging role is an essential skill for all supervisors.

New supervisors must motivate others, adapt to challenging situations (and help others do the same), understand organizational goals to set work priorities, establish productive relationships with managers, and delegate effectively.

To earn respect, a new supervisor must show respect – a daily effort that builds trust and supports long-term collective effort. When supervisors admit that they don't know everything, when they leverage the experience of their team, and when they follow through on their commitments, others tend to give them the benefit of the doubt and remain open to evolving ideas and directives.

Benefits of Supervisory Success

A work environment that embraces the Hallmarks of Supervisory Success:

- Provides skills to improve performance, solve problems, and achieve goals
- Improves all associates in the company
- Increases feelings of competency
- Improves quality and reduces costs
- Increases confidence in the support of the organization

Course Objectives

At the completion of this module participants will increase their ability to:

- Manage their transition to a supervisory role
- Outline actions required to build credibility
- Identify strategies to tap into the commitment of others
- Create a clear connection between departmental and organizational goals to increase work group commitment

Course Objectives (cont.)

- Plan for a conversation to build a constructive relationship with their own managers and gain managerial support

Key Topics Covered

This course explores the following subjects in depth:

- Transition challenges/balancing act
- Building personal credibility
- Current credibility quotient
- Activating work group commitment
- Establishing a partnership with your manager
- Action planning for the future

What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide, classroom videos and learning summary cards



Listening in a Hectic World

Developing awareness to listen fully

Course Overview

How You Will Benefit

It's reality: In today's workplace, people must be able to quickly absorb and share an overwhelming number of messages each day. Human beings continue to be the richest and most insightful sources of knowledge and experience ... when time is allowed for exchange.

At a tactical business level, listening is a vehicle to get the information we need to accomplish our work objectives. In today's information-saturated work environment, everyone needs to be able to tune out the "noise" and tune in to what's important. At a more strategic level, effective listening is a powerful tool for maintaining the constructive relationships needed for ongoing job effectiveness.

The purpose of this module is to help participants focus their listening time and attention, so they can get the information they need to accomplish their work objectives and maintain constructive relationships with others.

Benefits of Enhanced Listening Skills

A work place with a Problem-Solving environment will:

- Allows us to gather the information we need to make decisions in the most efficient way possible
- Demonstrates when it makes sense to take more time to listen to others ... and when should we cut to the chase
- Increases efficiency and production
- Has more participation and involvement between team members
- Allows us to quickly make our point

Course Objectives

At the completion of this module participants will increase their ability to:

- Make better decisions about how and when to spend their listening time and energy
- Demonstrate curiosity and open-mindedness when listening to others
- Manage internal and external distractions more effectively

Course Objectives (cont.)

- Identify the outcomes they are seeking in any listening interaction
- Listen to negative feedback non-defensively
- Manage the flow of conversation with someone who tends to get off track

Key Topics Covered

This course explores the following subjects in depth:

- Missed listening opportunities
- Applying the Key Actions for listening
- Deciding when to listen
- Managing distractions
- Demonstrating effective listening behaviours
- Keeping conversations on track
- Action planning for future listening opportunities

What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide, classroom videos and learning summary cards