

## **Improving Supervisor Effectiveness**

### **Course Summary**

#### **Description**

This is a comprehensive course designed to improve the effectiveness of new or seasoned supervisors. The course employs a wide variety of training techniques, from lecture to role-playing, with a strong emphasis on case studies and experimental exercises.

#### **Topics**

- Introduction
- Supervisor roles and responsibilities
- Effective communication
- Managing conflict
- Effective teams
- Leadership
- Action planning and follow-up

#### **Audience**

Although designed for front line supervisors, the course can easily be adapted to reflect the responsibilities of more senior managers.

#### **Prerequisites**

None

#### **Duration**

Three to five days

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### **Course Outline**

- I. Introduction**
  - A. Introduction to the course
  - B. Workshop journal
  
- II. Supervisor Roles and Responsibilities**
  - A. Roles of today's supervisors
  - B. Supervisory skills assessment
  - C. Identifying mission or purpose
  - D. Goal setting
  - E. Five phases of delegation
  - F. Effective motivation
  - G. Problem solving and decision making
  
- III. Effective Communication**
  - A. Essentials of effective communication
  - B. Active or empathic listening
  - C. Effective speaking tips
  - D. Giving feedback
  - E. How to confront constructively
  
- IV. Managing Conflict**
  - A. Introduction to managing conflict
  - B. Conflict resolution - Strategic styles
  - C. Steps for managing conflict
  - D. Dealing with an aggressive or angry person
  - E. Mediation
  
- V. Leadership**
  - A. Leadership: A self-assessment tool
  - B. Leadership and management
  - C. Five fundamental practices / ten commitments
  - D. Improving leadership skills
  
- VI. Action Planning and Follow-Up**

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