



Supervisory Leadership Series

Program Delivery and Structure

Build skills in the basic competencies that supervisors need in leading employees to greater individual and organizational performance.

Learning Objectives

The following information is a partial list of the topics covered in each session. For more information, download our program brochure or contact our office.

Session I

Influence and Responsibilities

- Working with dissimilar generations
- Influence styles

Experiencing the Situational Leadership Model

- Matching employee needs for productivity
- Initiating dialogue and giving direction

Self-Assessment: The Micromanager Profile

- Subtleties of the micromanager
- From micromanaging to “microleading”

Session II

The Emotionally Intelligent Manager Profile

- Emotional intelligence and the supervisor
- Enhancing emotional abilities for productivity

Fluid Leadership for the Supervisor

- Utilizing a range of leadership styles
- Matching leadership styles and development needs

Assessing and Improving Performance

- Problem solving performance issues
- Defining performance expectations

Session III

Ethical Behavior in the Workplace

- Ethical dilemma simulation and practice
- Personal values profile

Practical Customer Service Model

- Identifying customer needs and finding solutions
- Building customer relationships

Resolving Conflict and Negotiating Effectively

- Developing a personal model for resolving disagreements
- Pro-active conflict resolution

Who Should Attend

- Team leaders wanting to improve their people management skills.
- Supervisors who work with diverse populations.
- Managers responsible for the daily objectives of their department.
- Administrative supervisors with workgroup responsibilities.
- Employees preparing for a people management role.

Overview

The supervisor/leader has to meet employees every day, which places them in a uniquely influential position. Because the supervisor/leader is both a part of the management team and a member of the work force, there can be conflicting and uncomfortable pressures. Helping you establish a foundation for your supervisory/leadership role is what establishes this program from all others. Our program engages the participant in a lively setting, using experiential learning, case studies and simulations which are designed to help you examine your supervisory/leadership capacities and leverage your strengths. Developed and delivered by experienced faculty and seasoned organizational practitioners, the Supervisory/Leadership program guides positive change and enhances employee dedication.

