



corporate training options

## Excellence in Supervision

### Overview & Learning Outcomes

Upon successful completion of this course you should be able to:

- describe the new roles and responsibilities that accompany a promotion to supervisor
- explain the principles and processes of performance management
- provide guidelines for communicating effectively with employees, peers, and managers
- explore how effective coaching skills can lead to increased employee satisfaction and productivity
- provide supervisors with strategies for dealing with organizational change

### Prerequisites

There are no pre-requisites for this course.

### Duration:

1 Day

### Courseware:

High quality learning materials are available for purchase by participants.

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### **Corporate Training Options**

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## **Excellence in Supervision: Training Course Outline**

### **Getting Started**

The opportunity  
How do you transition to supervisor?  
The definition of a supervisor  
The responsibilities  
The supervisor's job description  
Management thought: old versus new  
Strategies for getting started

### **Managing for High Performance**

Performance management  
Setting expectations and goals  
Giving positive feedback  
Handling performance problems  
Supervising with flexibility  
Strategies for managing performance

### **Communicating with Others Proactively**

Building interdependent relationships  
Communicating one-on-one with employees  
Communicating with a team  
Communicating every day with others  
Communicating with your manager  
Strategies for proactive communication

### **Coaching for Excellence**

The changing playing field  
The best and worst supervisors  
The coaching process  
Strategies for effective coaching

### **Dealing with Change Positively**

A new paradigm  
Organisational change  
The impact of change  
Communicating change effectively  
Change-management skills  
Brainstorming change ideas  
Problem-solving techniques  
Strategies for managing change

### **Appendix**

Final thoughts: how good can you be?

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