

## Introductory to Supervisory Training

**Length:** 4 Days

**Summary:** Supervisor and employee relationship is foundational for any organization. National research has shown that high performing organizations are made up of highly engaged employees. Engagement is highest when employees have a clear sense of purpose and a productive working relationship with their supervisors.

The course is designed to support participants with inaugural supervisory responsibilities. By attending it, participants will increase their supervisory skills, knowledge and abilities and, at the same time, improve their communication and leadership skills, leading to a more inspired and creative workforce. Participants will develop techniques and strategies to better manage and lead others through self-awareness, coaching, and mentoring. Participants will use emotional intelligence as a tool to discuss and resolve workplace conflict affecting complex leadership problems. The course will provide strategies for effective supervision, and the skills and knowledge required to lead teams or work groups in a business environment. It includes ideas for developing individual development plans, human capital management plans, and performance management strategies, leading to higher employee retention. Finally, the course includes interactive virtual training on how to set SMART performance goals to help supervisors become more capable and confident as they carry out their critical role and strengthen their relationship with their employees. Through the instructor's expertise and practical knowledge, participants will be able to define the key concepts associated with supervisory skills

Training Services		
Schedule		
Date	Morning Session 08:00 – 12:30	Afternoon Session 13:00 – 17:00
Monday: Module I	Coaching for Performance Management and Development and Setting SMART Goals	Professionalism and Motivating via Employee Empowerment
Tuesday: Module II	Human Capital Management and Diversity and Inclusion	Intrapersonal and Interpersonal Skills
Wednesday: Module III	Oral and Written Communications	Team Dynamics and Emotional/Social Intelligences
Thursday: Module IV	Accountability and Motivation	Conflict Resolution/Retention

# COURSE CONTENT

## Module I: Coaching for Performance Management/Development and Setting SMART Goals and Professionalism and Employee Empowerment

### Workshop Description

Evaluating employee performance is an on-going process, not just a once a year activity. This 8- hour, interactive class session will cover the interpersonal skills, methods and steps necessary to support an effective performance evaluation process. The goals are to help supervisors set clear expectations, summarize performance in a fair and meaningful way, motivate successful future performance, make and implement sound decisions regarding corrective action and recommend strategies for continued professional growth. It will provide participants with the knowledge and skills needed to manage and lead direct reports in order to support their learning and awareness so both they and their employees are more engaged; relationships are strengthened and productivity and job satisfaction are improved.

### **Learning Objectives: Participants will be able to understand:**

- Specific tools and best practices for managing and leading others
- The benefits of the coaching approach to supervising
- How to find opportunities to provide mentoring and coaching
- How to recognize and overcome barriers to supervising for success
- How to establish SMART goals
- Understand the importance of regular and open communication
- Find opportunities to observe performance and provide feedback
- Identify performance, conduct and behavior problems
- Understand the characteristics of an effective, collaborative performance review and evaluation
- Prepare and plan for the performance review and evaluation meeting
- Provide performance examples to explain ratings
- The importance of employee career development

## Module II: Human Capital Management, Diversity and Inclusion and Interpersonal and Intrapersonal Intelligences

### Workshop Description

Although employees may be replaceable, they may not be expendable. This virtual interactive 8- hour training class will provide participants with the knowledge and skills needed in developing human capital management portfolios and succession development plans in order to improve workforce retention. The class will provide an overview on the importance of maintaining a diverse and inclusive workforce. It will support their learning and awareness so both they and their employees are more aware of their interpersonal and intrapersonal intelligences to help strengthen working relationships.

### **Learning Objectives Participants will be able to:**

- Develop strategies for leading a multigenerational workforce
- Establish human capital management goals
- Understand the importance of competency development and alignment
- Understand the importance of diversity and inclusion in the workplace
- Appreciate the importance of understanding human differences, i.e., interpersonal and intrapersonal
- Manage diversity and inclusion in a multigenerational workforce

### **Module III: Oral and Written Communication and Team Dynamics and Emotional & Social Intelligences**

#### Workshop Description

Both oral and written communication is critical to connecting with your employees and senior leaders of the organization. The most powerful benefit of better communication in the workplace is more engaged employees. When a culture of good communication is established in the workplace, employees become more engaged, resulting in stronger team dynamics and higher performance. They are better aligned with organizational objectives and goals. This 8-hour, interactive class session will cover techniques and strategies to enhance participants' oral and written communication skills to support more effective team dynamics. It will also review techniques to improving their emotional and social intelligences.

#### **Learning Objectives Participants will be able to:**

- Improve email writing skills
- Using good communication to improve morale and employee satisfaction
- Improve listening skills
- Improve emotional behavior
- Identify stress management techniques
- Become aware of non-verbal communication
- Understand the importance of having straight talks with employees
- Improve social skills among employees and others
- Prepare and deliver feedback

### **Module IV: Accountability, Motivation and Conflict Resolution**

#### Workshop Description

In our current work environments where conditions change quickly, employees need to continuously learn and be held accountable for their actions and productivity. Success requires that we all have ways of measuring how we are doing. This interactive 8-hour virtual class will provide participants with the knowledge and skills needed to motivate others in an effort to improve performance when needed and reinforce behavior and actions that contribute to successful performance. Participants will practice techniques in a variety of familiar situations that will result in increased confidence, accountability, and ability to handle workplace conflict during difficult times.

#### **Learning Objectives Participants will be able to:**

- Understand the barriers and benefits of holding others accountable
- Build trust and empowerment
- Use accountability to strengthen culture
- Use organizational accountability guidelines to meet expectations
- Handle workplace conflict and provide solutions
- Understand twelve key techniques of conflict resolution
- Learn new ways to motivate and inspire a multigenerational and diverse workforce
- The importance of workforce retention