



## The Professional Supervisor

The School of Leadership

In today's changing workplace, many new supervisors are unsure of their roles and responsibilities. They have little experience dealing with the challenges of managing work through others. They haven't had the opportunity to develop those critical skills of planning work, leading their group, and communicating with their employees, their colleagues and their manager. Learning these skills can have a tremendous impact on an organization's productivity.

### How You Will Benefit

- You will understand the scope and nature of the supervisory position
- You will learn some ways to deal with the challenges of the role.
- You will recognize the responsibilities you have as a supervisor, to yourself, to your team and to your organization
- You will identify key techniques to help you plan and prioritize effectively
- You will acquire a basic understanding of and develop strategies for leadership, team building, communication, and motivation and what part they play in effective supervision.

### What You Will Cover

- Your role as a supervisor
- The challenges you face and how to deal with them
- Finding time to plan
- Organizing & prioritizing
- What it means to be a leader
- Working with your team
- Communicating with your employees and your manager
- Your role in employee orientation and training
- Motivating your team
- Providing and accepting feedback
- Resolving conflict
- Problem solving

### What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

### Two day workshop

