AMA2243 Making the Transition from Staff Member to Supervisor Training

Duration: **4 Day**

BİLGİNÇ IT Academy
info@bilginc.com
+44 20 3807 0925
+90 212 282 7700

Overview

Get ready to rise to the occasion. Be ready to take on any task, bring your best self to the job, and adopt habits that will quickly get you up to speed.

In this high-impact, interactive seminar, we'll help you avoid common pitfalls of your new status and responsibilities. You'll learn the secrets of managing people and get all the essentials, from motivating direct reports and coaching to conflict resolution and legal compliance. With hands-on practice, you'll have skills you can begin using right away. Plus a game plan that helps you start experiencing the benefits of your new role sooner.

Who Should Attend?

Newly-promoted supervisors with less than one year of experience in this position; process and production supervisors who want to enhance their effectiveness through supervisor training.

What You Will Learn

- Create a new game plan for growth
- Let go of your former role and establish your credibility
- Develop legal awareness to act and behave in compliance with workplace laws
- Adjust your behavioral style to give yourself a more winning edge
- Discover the secrets to inspiring and motivating your direct reports
- Use the instant feedback model to build a successful coaching relationship
- Control your emotions and think strategically when dealing with conflicts
- Be definite and decisive in managing and protecting your time

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Outline

Setting Yourself up for Success

- Understanding your new role as a supervisor
- Making a change or letting go: Working with the three phases of change
- Recognizing common challenges and pitfalls to avoid
- Meeting the expectations of key stakeholders, including your boss, direct reports, senior management, and former peers
- Conducting a gap analysis to determine how to meet critical expectations

Developing Legal Awareness

- Understanding basic equal employment opportunity (EEO) laws
- Gaining legal awareness in all aspects of the performance cycle

Leveraging Your Personal Style

- Understanding your own personal style and the styles of others through an assessment
- Focusing on clues that can help pinpoint an individual's personal style
- Flexing your personal style to build more effective relationships

Motivating Others

- Conducting an employee motivation analysis
- Creating a motivating work environment based on each employee's personal style

Managing Employee Performance

- Setting SMART goals for yourself and others
- Using a five-step model to train your employees
- Giving and receiving supportive and corrective feedback

Delegating Work to Your Team

- Creating a plan for delegation and using this process to assign key tasks
- Overcoming your fears of turning over responsibility and authority

Handling Conflict with Ease

- Knowing your conflict-handling styles
- Developing the right conflict approach for each individual and situation

Managing Your Time

- Applying the time priority model to workplace tasks
- Managing and protecting your time to get more of the right things done