AMA2248 Management Skills for New Supervisors Training

Duration: **2 Day**

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Overview

Develop the management tools to help you fully lead and motivate your team to higher productivity.

Change is normal. You are responsible for your own productivity and that of your staff. Your day-to-day dealings may now include colleagues, your boss, and senior management who have different interests and viewpoints.

This course will equip you with proven supervisory techniques that you can put into action immediately. The skills savvy supervisors use to plan, organize, communicate, and monitor will become part of your toolkit to effectively manage everyday interactions with greater ease. You will learn to leverage both your hard skills and people skills to meet your new challenges with increased confidence, respect, and power.

Who Should Attend?

New supervisors with fewer than five years of supervisory experience and process and production supervisors who want the benefit of basic management skills training.

What You Will Learn

- Understand Your Role as a Supervisor and Different Supervisory Styles
- Effectively Communicate Using Different Methods
- Apply Time Management Best Practices for You and Your Team
- Understand Diversity and Individual Differences
- Perform a Performance Appraisal
- Use Motivation as a Tool to Delegate
- Effectively Give Feedback Through Coaching

Outline

Embracing Your New Role and Expectations

- What your boss, employees, peers and senior management expect from you in your supervisory role
- Four basic management functions: planning, organizing, communicating, monitoring

Managing a Diverse Workforce

- Diversity issues and how they affect you, your work unit and your company
- Understand the Americans with Disabilities Act (ADA), hostile environment and other key laws and legal terms relevant to your supervisory position

Filling Your Communication Skills Toolbox

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- Advantages and disadvantages of one-way and two-way communication and when to use each
- Capitalize on the benefits of email
- Demonstrate paraphrasing to check for content understanding
- Experience the impact of nonverbal communication
- How to ask questions that get the answers you really need

Coaching for High Quality Performance

- How to give and receive criticism constructively
- Learn to minimize defensiveness in yourself and others
- Demonstrate a five-step coaching discussion model

Creating a Motivating Environment

- Establish the essentials of a motivating environment
- Demonstrate rules for reinforcing productive behavior

Taking Delegation, Performance and Team Development to the Next Level of Excellence

- Use delegation as a motivational tool
- Develop a strategy for solving a current employee motivational problem

Managing Performance Appraisals

- Understand your company's appraisal system
- Record keeping and compliance issues
- Write a performance appraisal document
- Conduct an effective performance appraisal meeting

Managing Time Effectively

- Key principles of effective time management
- Share time management best practices
- Five stages of managing meetings

Planning for Continuing Growth

- Select and prioritize your own next steps
- Develop an action plan for continuing professional development