

ESSENTIAL SUPERVISORY SKILLS

Overview

New supervisors quickly discover the focus of their work is distinctly different from that of line staff. As an employee, they relied primarily on their technical proficiency and ability to collaborate with their colleagues and customers. As supervisors, the necessary proficiencies become the ability to communicate, delegate responsibilities, develop a dynamic team, resolve conflicts and coach others.

This training will assist participants in filling the gap between what they have learned on-the-job with an overview of essential supervisory skills required to provide effective leadership.

Objectives:

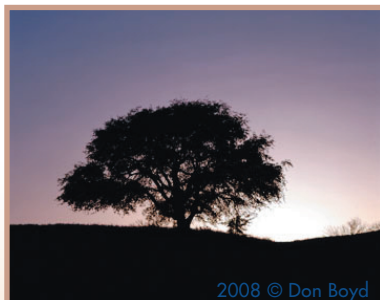
Supervisors will be able to:

1. Identify the qualities, skills and behaviors that are reflective of a successful supervisor.
2. Avoid common supervisory missteps.
3. Develop a work plan that incorporates qualities, skills and behaviors that reflect best practice supervisory experiences.

Topics

1. Measuring Success
2. Talents and Skills
3. Challenges
4. Identifying & Adapting to Diverse Work Styles
5. Four Approaches to Supervision
6. What Motivates Employees
7. Your Best Practice Experience

Duration: One day



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*We must become the
change we want to see.*

—Mahatma Gandhi



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