



Leadership Skills for Supervisors - Communication Coaching and Conflict

Description: Supervisors represent an important force in the global economy. You have the power to turn on or turn off the productivity of the people who work for you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. You usually have more experience and more skill than the employees you supervise, because management tends to look for super people to fill those roles. Leadership Skills for Supervisors Training will help you develop strong leadership skills today! This class will cover the Situational Leadership Model, the Four Elements of Communication, Employee Development Models and Dealing with Conflict and Difficult Issues.

Session One: Course Overview

Session Two: Pre-Assignment Review

Session Three: Manage Your Time and Your Energy

Session Four: What Makes a Good Leader?

- About Leadership
- About The Situational Leadership Model
- Situational Leader Effectiveness and Adaptability
- Scoring
- Additional Information about Leadership Profiles
- Discussion

Session Five: Communication as a Leadership Tool

- What is Communication?
- The Four Elements of Communication

Session Six: The Commitment Curve

- The Big Picture
- Stages of the Curve

Session Seven: Employee Development Models

- The Coaching Model
- The Dialogue Model
- I Messages
- Consequences and Benefits

Session Eight: Dealing with Conflict and Difficult Issues

- Reflection
- Seven Steps to Ironing Things Out

Session Nine: What Successful Leaders Do

- Secrets to Success
- Partners Exercise
- Workshop Wrap-Up