



## Supervisor Training The ABC's of Supervising Others

**Description:** This course is for those people who are new supervisors or who are interested in a supervisory position, as well as those who are lead hands or part-time supervisors without a great deal of authority. This course is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

**Session One:** Course Overview.

**Session Two:** Pre-Assignment Review

- Group Review

**Session Three:** Making the Transition

- How Will My Role Change?
- Questions Supervisors Have

**Session Four:** Responsibilities of a Supervisor

- Small Group Work
- Case Studies
- Debrief: The New Supervisor
- Debrief: The Friendly Supervisor

**Session Five:** Setting Goals

- The Dot Exercise
- SMART Goals

**Session Six:** Planning for Success

- How Can Planning Help Me?
- Case Study
- The Parts of a Good Plan
- The Next Steps
- Types of Tasks

**Session Seven:** Listening Skills

- The Communication Funnel
- Listening
- Active Listening

**Session Eight:** Asking Questions

- Types of Questions
- Probing
- Twenty Questions
- What is Paraphrasing?
- Non-Verbal Messages

**Session Nine:** Giving Feedback

- Types of Feedback
- Skill Building

**Session Ten:** Ask for What You Want

**Session Eleven:** Giving Instructions

- Paper Tearing Exercise

**Session Twelve:** Orders, Requests, and Suggestions

- Definitions
- Group Exercise

**Session Thirteen:** Managing Conflict

- The Conflict Resolution Process
- Seven Steps to Ironing Things Out
- Skills Test

**Session Fourteen:** Dealing with Difficult Employees

- The Four Types

**Session Fifteen:** Dealing with Others

**Session Sixteen:** The Reciprocal Quality of Relationships

- Workshop Wrap-Up