



## The Professional Supervisor

**Description:** *With a host of new challenges and responsibilities to tackle, new supervisors need training like never before. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This course can help you overcome many of the supervisory problems a new “boss” may encounter.*

**Session One:** Course Overview.

**Session Two:** Adjusting to Your Role

- A Survival Guide
- Pre-Assignment: The Average Supervisor
- Making the Transition
- Case Studies
- The Puzzle Exercise

**Session Three:** A Supervisor's Responsibilities

- Fundamental Responsibilities

**Session Four:** Making Plans

- Old Saws
- Urgent-Important Matrix Prioritizing
- The Elements of Planning
- Planning to Plan

**Session Five:** Setting Goals

**Session Six:** Leadership

- What is Leadership?
- Brief History of Leadership Studies
- The Leadership Formula
- Direction and Support

**Session Seven:** The Situational Leadership Model

**Session Eight:** Problem Employees

- Dealing with Problem Employees

**Session Nine:** Synergy

- Green Vegetables
- Synergy
- More About Teams
- Square Rope

**Session Ten:** Trust

**Session Eleven:** Team Development

- The Four Stages of Teams
- How Can I Help?
- Team Problem-Solving
- Team Leadership
- Case Study: Bill Newman

**Session Twelve:** Communication

- Barriers to Good Communication
- Paper Tearing
- My Best Vacation
- Active Listening
- Asking Questions

**Session Thirteen:** The Communication Process

**Session Fourteen:** Motivation

- The Carrot, the Whip, and the Plant

**Session Fifteen:** Orientation

- 48 Hours
- Rate Your Orientation

**Session Sixteen:** Training

- The Tie
- Guidelines for Effective Training



**Session Seventeen:** Providing Feedback

- Types of Feedback
- Role Play

**Session Eighteen:** Delegation

- Delegation Definitions
- Group Exercise
- When Not to Delegate
- Key Points

**Session Nineteen:** Dealing with Conflict

- When to Get Involved and How to Resolve Conflict
- The Problem Solving Process
- The New Truck

**Session Twenty:** Discipline

- Workshop Wrap-Up

