



# Supervisor's Survival School

## Managing for Results

(For front-line supervisors / supervisor candidates)

### PROGRAM SUMMARY

Whether you have employees who are supervising for the first time, are taking on a new supervisory role in a new group or a new department, or just have not had an opportunity to be trained, this certificate program offers a comprehensive presentation of the vital aspects of supervision with a focus on practical advice about how to handle real-life, on-the-job situations. In this program, Leader Development Institute has recognized the ever-changing social and work environment and has updated the curriculum with current trends and situations and the latest professional concepts of supervisory practice. The curriculum is arranged with an emphasis on inquiry learning, which presents the key concepts in a clear and concise manner. A wide variety of exercises, applications, and margin notes in our workbooks help to further the learning process.

1. Leading Change
2. Leading People
3. Results Driven
4. Form Coalitions

### OVERVIEW

#### Are You Ready to Supervise?

Supervisors have a unique opportunity to directly influence and inspire the employees who work for them. Developing supervisory skills needed to effectively hire and develop others, monitor performance, manage conflict, and make decisions is critical to your success.

This certification program is designed for supervisors and managers who are responsible for meeting the needs and maximizing the performance of others in the following core competencies:

#### Day One - From Co-worker to Supervisor

- ★ Introduction to Supervision: Role & Function of a Supervisor
- ★ Your Personal Style
- ★ Entrepreneurship: Owning your career
- ★ Technical Credibility
- ★ Partnering and Political Savvy
- ★ Managing Up

#### Day Two - Performance Management and Developing Others

- ★ Interviewing and hiring right the first time
- ★ Motivating Employees
- ★ Coaching, mentoring and giving feedback
- ★ Defining and delegating work to others
- ★ Team Building or Team Bonding

#### Day Three - Communication Skills for Supervisors

- ★ Communicate with Confidence and Clarity
- ★ Influence and Persuasion
- ★ Managing conflict and disagreements
- ★ Customer Service

#### Day Four - Decision Making & Problem Solving

- ★ External and Situational Awareness
- ★ Flexibility and Resilience
- ★ Strategic Thinking
- ★ Vision

#### Day Five - The Deep Dive – Pick One

- ★ Leveraging Diversity: Managing a Diverse Workforce
- ★ Professional Presentation Skills
- ★ Practical Project Management
- ★ Partnering for Success
- ★ Writing it Right
- ★ The MyPAC™



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