

# Management Skills for New Supervisors

**Length:** 1 day

It's time to take your management skills to a higher level of proficiency. Develop the crucial management tools to help fully lead and motivate your team.

Change is the norm, and your management skills must meet the challenge. You are responsible for your own productivity and that of your staff. The diversity of your team is changing...your day-to-day dealings may now include colleagues, your boss and senior management who have different interests and viewpoints.

This management skills course equips you with proven supervisory techniques that you can put into action immediately...plus the tools savvy supervisors use to plan, organize, communicate and monitor effectively in every situation. With the help of these basic management skills, you'll be able to examine your daily responsibilities outside of the office, in the company of your peers...to learn "the ropes" of management...and to leverage both your hard skills and your people skills to meet your new challenges with increased confidence, respect and power.

## How You Will Benefit

- Understand the management skills needed to succeed in a rapidly changing environment
- Basic CA/HR procedures
- Learn to plan, organize, communicate and monitor
- Apply the most appropriate supervisory style to each individual and situation
- Understand your legal responsibilities
- Learn management skills to help you give constructive criticism
- Maximize productivity by leveraging diversity and individual differences
- Learn techniques to help you cope with difficult employees
- Use delegation for effective employee development, time management and motivation
- Increase job satisfaction and work output through coaching

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## Course Outline

### Embracing Your New Role and Expectations

- What your boss, employees, peers and senior management expect from you in your supervisory role
- Four basic management functions: planning, organizing, communicating, monitoring

### Basic CA/HR procedures

### Filling Your Communication Skills Toolbox

- Advantages and disadvantages of one-way and two-way communication and when to use each
- Capitalize on the benefits of e-mail

### Communication, Building and Boosting Team Performance

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- Demonstrate paraphrasing to check for content understanding
- Experience the impact of nonverbal communication
- Send harmonious messages
- How to ask questions that get the answers you really need

#### **Coaching for High Quality Performance**

- How to give and receive criticism constructively
- How to minimize defensiveness in yourself and others
- Demonstrate a five-step coaching discussion model

#### **Creating a Motivating Environment**

- Establish the essentials of a motivating environment
- Demonstrate rules for reinforcing productive behavior

#### **Taking Delegation, Performance and Team Development to the Next Level of Excellence**

- Use delegation as a motivational tool

- Develop a strategy for solving a current employee motivational problem

#### **Managing Performance Appraisals**

- Understand your company's appraisal system
- Record-keeping and compliance issues
- Write a performance appraisal document
- Conduct an effective performance appraisal meeting

#### **Managing Time Effectively**

- Key principles of effective time management
- Share time management best practices
- Five stages of managing meetings

#### **Planning for Continuing Growth**

- Select and prioritize your own next steps
  - Develop an action plan for continuing professional development
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