

Supervisory Training

Length: 2 Days

COURSE CONTENT

Transitioning from Manager to Leader

TRANSITIONING FROM INDIVIDUAL CONTRIBUTOR TO LEADER

- Define Leadership
- Identify Your Leadership Style
- Redefine Your Role

DEVELOPING AN EFFECTIVE TEAM

- Develop an Effective Team
- Coach for Performance
- Influence for Results
- Empower Your Team Members
- Lead Your Team Through Organizational Change

LEADING DIFFERENT TYPES OF TEAMS

- Work with Different Types of Teams
- Overcome Communication Barriers
- Overcome Issues Among Team Members

ALIGNING YOUR STRATEGY FOR BUSINESS RESULTS

- Identify Core Values
- Develop Goals

Communication Skills

COMMUNICATING STRATEGICALLY

- Workplace Communication Skills
- Understanding the Influence of Strategic Thinking
- Communicating Effectively

ACHIEVING THE PREFERRED OUTCOME

- Thinking About Outcomes
- Consider Every Situation When Determining Your Desired Outcome

UNDERSTANDING YOUR AUDIENCE

- Who is Your Target Audience?
- Identify Your Audience

CHOOSING YOUR CHANNEL

- Communication Channels
- Determining Your Communication Channel
- Considering Context When Determining Your Communication Channel

DESIGNING YOUR MESSAGE

- Getting Your Message Across
- Communicating Strategically in Practice
- Applying the Skills of an Effective Communicator

Emotional Intelligence

RECOGNIZING THE BENEFITS OF EMOTIONAL INTELLIGENCE

- Define Emotional Intelligence
- Recognize EQ's Impact on Work Experience

INCREASING YOUR PERSONAL EMOTIONAL INTELLIGENCE IN THE WORKPLACE

- Develop Your Level of Self-Awareness
- Develop Your Self-Regulation Skills
- Develop Your Motivation
- Self-Assessment

INCREASING YOUR SOCIAL EMOTIONAL INTELLIGENCE IN THE WORKPLACE

- Develop Your Empathy
- Develop Your Social Skills

PRACTICING EMOTIONAL INTELLIGENCE IN THE WORKPLACE

- Leadership Qualities and EQ
- Emotional Intelligence and Teamwork
- Manage Change
- Manage Conflict
- Coach for Performance
- Evaluation, Reflection, Decision, Action

Team Dynamics

DEFINING TEAMS

Define what a team is and what different kinds of teams there are.

ESTABLISHING TEAM NORMS

This session will look at the benefits and pitfalls of teams. We will also discuss establishing team norms: ground rules that a team can use to help them work together.

WORKING AS A TEAM

Discuss how to interact with their teammates.

BUILDING TEAM TRUST

Trust is one of those mainstay virtues. It is the bond that allows any kind of significant relationship to exist between people. In small groups, participants will discuss some basic ways to establish and build trust on their team.

COMMUNICATION

If a team is going to succeed, they must be able to communicate well with each other. This session will cover some basic principles of communication.

BECOMING A GOOD TEAM PLAYER

There are skills that participants can develop to become better team players

How to Deliver Critical Conversations

WHAT IS A CRITICAL CONVERSATION?

- Define a critical conversation
- Understand why people are afraid to speak up

COMMUNICATION STYLE

- Identify your own communication style under stress
- Decrease vulnerabilities
- Enhance strengths

DECIDING TO HAVE THE CONVERSATION

- Know what the possibilities are when faced with a critical conversation
- Understand your options

PREPARING AND MASTERING CRITICAL CONVERSATION

- Determine your desired outcomes
- Appreciate the profound power of a dialogue
- Getting into the right mindset to have the conversation without jumping to conclusions and making assumptions
- Speak persuasively, not abrasively
- Fix misunderstandings while maintaining respect

HOW TO TURN CRITICAL CONVERSATIONS INTO ACTION AND RESULTS

- Decision Making
- Improve Accountability
- Put decisions into actions