

Supervisory Training™

OVERVIEW

This hands-on program is designed to equip supervisors with the key leadership skills and qualities they need to excel at managing others. Through a series of engaging and interactive activities, participants cover the following topics:

- Becoming a Leader
- Setting Clear Priorities for Operational Imperatives
- Effective Communication:
 - One-on-one
 - Running effective meetings
- Managing Your Time
- Delegating
- Dealing With Conflict

Participants discover the critical impact of their supervisory role on the outcomes of the department and the organization as a whole.

PRACTICAL DETAILS

- 2 day program
- Groups of 15 to 25
- Ideal for both new and experienced supervisors or managers
- Option of “we deliver” or “you deliver”

KEY LEARNING POINTS

- Discover how to make a smooth transition from worker to leader
- Understand the role of the supervisor in executing the operational imperatives of safety, quality and efficiency
- Learn key elements required to communicate clearly through speaking and listening
- Identify and practice the principles of running an effective meeting
- Determine how to set priorities in a busy environment
- Understand the process for effective management
- Learn the power of delegation and holding others accountable for outcomes
- Gather and apply guidelines for dealing with conflict



Powering Performance Through Learning.

1-800-567-8079
Worldwide 519-767-1747
www.eaglesflight.com

THE PROGRAM

• Introduction and Overview (Discussion)

Participants discuss the best and worst supervisors they have ever worked for, and how this impacted their performance. Participants explore how to make the transition from worker to leader, the obstacles faced and possible solutions.

• Operational Imperatives (Discussion)

The role of the Supervisor in executing the operational imperatives of safety, quality and efficiency is discussed. Throughout the course, these imperatives are referenced as they relate to the remainder of the topics covered.

• Effective Communication (Experiential activities)

Through a series of communication activities, participants discover what is required to communicate clearly through speaking and listening. In addition, they practice running an effective meeting.

• Managing Your Time (Discussion and case study)

Participants are introduced to the four filters – urgency, authority, time required

and impact or consequences.

These filters assist them with managing priorities and ultimately improves their time management skills. A case study is used to reinforce the filters and allow participants to apply their learning.

• Delegating (Discussion and experiential activities)

Holding others accountable and delegation are two key areas that aid a supervisor in managing their time. These topics are introduced and practised in a series of exercises that will reinforce the learning.

• Dealing With Conflict (Discussion, case study and experiential activities)

Participants probe their own triggers for conflict and discuss options for dealing with these as issues arise. They are introduced to a guideline for dealing with conflict and provided with opportunities to experience and apply their learning in an experiential activity.



RESULTS

- *Positive and motivated team*
- *Greater productivity due to better time management*
- *Decreased errors and re-work due to improved communication*
- *More effective, results-focused meetings*
- *Ability to deal with conflict and create win-win solutions*
- *Empowered workforce accountable for outcomes*
- *Greater ability to confront difficult issues*
- *Improved personal, departmental and organizational performance due to greater supervisory skill level*