

# Becoming a More Effective Supervisor

## Course outline

Provided by: Performance Management Consultants – PMC Training



**Reference no.** 111-26

**Duration** 2.00 day(s) | 12:00 hours <sup>1</sup>

**Website link** <https://pmctraining.com/training/becoming-a-more-effective-supervisor/>

### ***Improving Employee Engagement through Effective Supervision and Leadership***

Almost 50% of employees are disengaged in many of today's businesses. That increases the risk of productivity losses, safety issues, quality slippage and especially job satisfaction. These risks result in real costs for business leaders. Studies indicate that the most important influence on daily engagement is that of a front line supervisor. This session will help you to recognize the importance of being a more positive model as a supervisor or leader in order to have more engaged and productive team members.

### **Learning outcomes**

#### **At the end of this workshop, you will have:**

- An understanding of different behaviours and motivators
- Key factors that keep people engaged and productive
- Knowledge about adapting to different personality styles
- Effective communication techniques
- Individual improvement strategy

### **Workshop topics**

#### **Introduction**

- The Role of a Supervisor or Leader
- The mirroring effect of your emotions

#### **The Engagement Cycle – Core Elements**

- 3 levels of engagement
- Potential cost of disengagement
- 5 Core Elements

---

<sup>1</sup> The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

- The Dimensions of Trust

### **Behavioural Styles – the DiSC Model**

- Recognizing different styles
- Sources of disengagement
- Tendencies under stress
- Anger insights
- 3 steps to deal with stress and negativity

### **Working with Different Styles**

- Barriers to communication
- Adapting your communication
- Adapting to motivation differences

### **The Engagement Cycle – Revisited**

- Reinforcing and engaged your work team
- Application Discussion

### **Summary and Personal Action Plan**

#### **Prerequisites**

There are no prerequisites for this course.

#### **Who should attend this course?**

Supervisors, managers and leaders in organizations with employee turnover or disengaged employees. Ideal for supervisors in a service or construction industry. Anyone who wants to create and maintain engaged and committed employees, based on a clear understanding of their individual sources of motivation.