

Managing for Superior Results I: Fundamentals of Supervision



Course outline

Provided by: Performance Management Consultants – PMC Training

Reference no.	194-16
Duration	2.00 day(s) 12:00 hours ¹
Website link	https://pmctraining.com/training/managing-for-superior-results-i-fundamentals-of-supervision/

Critical Skills for the High-Performing Manager

This course introduces new managers and supervisors to the skills needed to lead their teams effectively and in addition to meet the expectations of senior management.

Many new supervisors and managers achieve their success on the basis of their technical or operational merit but then need to achieve superior results through others. This training is designed to help you to make this important transition.

The course is interactive and participative. The practical exercises are designed to help you to transfer the learning you gain during the course, back to the workplace.

Learning outcomes

At the end of this workshop, you will be able to:

- Avoid common pitfalls for new supervisors and managers
- Learn how to choose the right leadership style for any situation
- Use a model for developing and coaching employees
- Use a feedback model for giving negative feedback in a positive way
- Delegate work effectively
- Deal effectively with difficult behavior and unsatisfactory performance

Workshop topics

Identifying the Causes of Unsatisfactory Performance

- Identifying how expectations are established

¹ 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.

- Analyzing performance problems
- Defining the performance “gap”

Understanding Leadership Styles

- Identifying four different leadership styles
- Applying the model of situational leadership
- Choosing the right leadership style for each situation

Coaching for Improved Work Performance

- Developing an effective coaching process
- Identifying different learning styles

Delegation

- Identifying the barriers to delegation
- Delegating effectively
- Establishing performance measures
- Monitoring performance and giving continuous feedback

Interpersonal Skills

- Understanding the barriers to effective communication
- Developing active listening skills
- Staying cool under fire: controlling strong emotions
- Developing skills in giving and receiving feedback

Dealing with Problem Behaviour

- Developing techniques for dealing with problem behavior
- Conducting an effective counselling session
- Using the feedback model to reach agreement and gain commitment

Prerequisites

There are no prerequisites for this course.

Who should attend this course?

Those recently promoted or soon to be promoted into a supervisory or management role. Anyone currently in a management or supervisory role, who either needs a refresher course or who has had no formal training.