



Are You Expecting Excellent Supervisors Who Were Once Super Workers?

Many supervisors are promoted from within because they were super workers. Yet, in many cases, the skills they received recognition for are not the skills that they will need as supervisors.

Supervisor Training and Development Curriculum Outline

Recommended Implementation Schedule

- Recommended either 8 -10 weeks
- Weekly sessions from 2 to 3 hours
- Facilitate 2 chapters each session
- 9 Week schedule allows for all participants to deliver a professional presentation
- 10 Week schedule allows for additional application of newly learned skills

Alternative Implementation Schedule #1

- 5 Days (Monday through Friday) for 6 hours each day

Alternative Implementation Schedule #2

- One on One Executive Coaching via tele-conference

Alternative Implementation Schedule #3

- One on One Executive Group Coaching via tele-conference

Deliverables

- Text produced in a silk-screened, 3 ring binder, tabbed for each lesson
- Goal Achievement Action Plan produced in a silk-screened, 3 ring tabbed binder
- CD's for audio reinforcement

FIRST SESSION ~ KICK OFF

Objectives

Introduction of Facilitator & Participants
Meeting goals of organization
Participants' goals
Define success – interactive
Define attitudes & supervisory/behavioral skills – Interactive
Identify existing knowledge about supervision
Distribute program materials – Answer questions
Conduct pretests
Distribute guide to Week One and Review action steps

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Connecting Passion to Purpose to **DOUBLE** Performance in **REAL TIME**

Chapter One ~ *The Successful Supervisor*

Objectives Identify supervisor role
List 5 functions of supervisor
Recognize 3 elements in managerial cycle
Identify effective leadership qualities
Define how to be effective supervisor

Chapter Two ~ *Goal Setting*

Objectives Identify criteria for personal goal setting
Define goals
List benefits of goal setting
Determine guidelines for goal setting

Chapter Three ~ *Your Action Plan*

Objectives List dream inventory
Identify 4 types of goals
Recognize 5 elements of interdependence of goals

Chapter Four ~ *You and Your "Self"*

Objectives Define 3 concepts with your "self"
Recognize the nature of dialogue
Describe affirmations
List 4 qualities of an affirmation

Chapter Five ~ *Confidence: The Critical Ingredient*

Objectives Define confidence
Describe how to develop confidence
Define fear
List 8 steps to relieve and control fear

Chapter Six ~ *Leading for Results*

Objectives Define power
Define authority
Describe 3 types of supervisors
Recognize the integration of leader and follower

Chapter Seven ~ *Managing and Controlling Your Use of Time*

Objectives Define qualities of time
Analyze relationship of time to goal accomplishments
Determine how to reconcile current time with future time
Recognize how to control time

Chapter Eight ~ *Motivation*

Objectives Define motivation
Identify Maslow's hierarchy of needs
List 4 steps to create a "Needs Environment:
Recognize importance of internal reinforcement
Describe 6 strategies to help motivate others

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Chapter Nine ~ *Communication*

Objectives Define communication
 Describe 6 steps to effective listening
 Recognize 4 suggestions in "sending"

Chapter Ten ~ *Organizational Communication*

Objectives Define 3 levels of communication
 Describe supervisor/subordinate relationship
 Recognize irrational behavior
 List 4 types of defense mechanisms
 Identify 5 factors in grievance resolution

Chapter Eleven ~ *Performance Appraisal*

Objectives Describe importance of performance appraisal
 Define how to implement an effective system
 Create performance objectives
 Match objectives to assessments
 Describe how to use assessments as a tool for improvement

Chapter Twelve ~ *Discipline: Word and Concept*

Objectives Differentiate between definition and concept
 Describe how to create a proper climate
 List 9 steps for disciplinary interview

Chapter Thirteen ~ *Developing Subordinates*

Objectives Describe benefits to developing subordinates
 Determine how to create a positive orientation
 Recognize difference between training and development
 Identify 5-step approach for better training
 List benefits of delegation

Chapter Fourteen ~ *Decision Making and Problem Solving*

Objectives List 6 principles for decision-making
 Describe a participative decision

Participants will demonstrate during a 15-20 minute presentation a role playing activity at least one supervisory skill. Presentation will be videotaped and serve as a benchmark for future growth. All observing participants will submit a criteria sheet.

This curriculum is published by Resource Associates Corporation and during the last 25 years has been successfully implemented in thousands of businesses.