

Supervisory Roles, Responsibilities, and Relationships

The Roles and Responsibilities of Today's Supervisors

- Performance expectations of today's supervisors
- Supervisory practices
- Key themes and trends of today's organizations
- The impact of change: Organizational structure and employee expectations
- Comparing Management and Leadership
- Transition to supervision

Building Effective Communication Skills

- Value exercise
- Communication as an interpersonal process
- Perception, communication and understanding
- Understanding why communication breaks down
- The power of non verbals
- Developing skills and techniques to improve listening
- Improving your communication
- Understanding the effect of work climate on communication
- Organizational communication modes and systems

Building Work Relationships

- Key interpersonal skills for developing high quality work relationships
- Assessing your interpersonal style, using style awareness to increase understanding between yourself and others
- Guidelines for working effectively with others
- Building trust with employees
- Working effectively with other supervisors and managers

Leadership and Empowerment

- Key aspects of the leader's role in today's organization
- Situational leadership theory
- Supervisory actions that build employee capability
- Leadership for commitment: Importance of empowerment and credibility
- Leading toward organizational mission, values, and objectives