Training Program Description

This training course provides participants with strategies for effective supervision, and the skills and knowledge required to lead a team or work group in a business environment. The course includes developing plans, providing leadership and supervising the performance of a work team.

Through the trainer’s expertise and practical knowledge, you will be able to define the key concepts associated with supervisory skills and you will be able to:

• Use a relationship based management process that supports achieving improved business results
• Focus their efforts on issues they can control or influence and away from issues where they have no control
• Understand how their attitude affects the personal productivity of employees
• Recognize how the behaviors of effective managers help with the achievement of effective business results.
• Understand what actions they need to take with their employees
• Practice sharing power, resulting in power becoming a multiplier within the company
• Examine and align their expectations, the company’s and the employee’s
• Gain employee trust through the use of respect and recognition

This Training Program is designed for

Anyone who is responsible for leading or supervising a team of people in the workplace, i.e. frontline managers, team leaders, supervisors.

The Learning Model

The trainer uses up-to-date training techniques and a variety of training methods, to give all participants the best opportunities for learning, including:

• Class Session
• Group Discussions
• Simulations exercises
• Case studies and Problem Solving Exercises
• Individual assignments
• Templates and tools
Course Duration

14 Training Hours

Training Program Outline

**Effective Leadership Attitude**
- Understand the effect of the manager's attitude on productivity.
- Identify how attitudes get translated into daily actions on the job.
- Describe how the skills learned in this training course can impact the beliefs, attitudes and actions of managers.

**Communication: It All Starts with You**
- Use a communication technique that leads you to understanding before attempting to be understood.
- Naturally use a communication model during spontaneous communication.
- Practice the four communication skills.

**Achieving Effective Results with Your Workforce**
- Determine the demographics of your employees.
- Recognize the obstacles you have to applying L.E.A.R.N.
- Recognize the critical importance of relationships.
- Determine how to develop relationships to achieve results.
- Recognize the interdependence of manager actions and employee success.

**Adjusting Your Communication Style to Achieve Results**
- Identify your style of communicating.
- Identify the communication styles of your employees.
- Increase your communication effectiveness by adapting your communication style to your employee’s style.
- Practice skills to adapt and mirror communication styles.
Providing Performance Feedback
■ Objectively recognize the need for a feedback session.
■ Collect meaningful and accurate information to conduct a feedback session.
■ Provide specific information during a feedback session.
■ Provide frequent and well-timed feedback sessions.

Effective On-the-Job Training
■ Explain the importance of On-the-Job Training and all other training.
■ Train your employees on the job.
■ Plan training evaluations and follow-up activities.

Motivating Through Empowerment
■ Value empowerment as an effective management practice to gain trust.
■ Increase commitment from employees by coaching them to think for themselves.
■ Identify how to overcome fears around empowerment.
■ Develop skills of empowerment through effective delegation.
HR Pulse has the Learning Solutions to Empower Your People & Grow Your Business