Course Syllabus

Leadership Institute: Essentials for Supervisors

Three Days • Instructor-led

Over the three days participants will engage in intensive and interactive sessions that will explore the essential skill set for effective management of staff, resources, time, and productivity. Each session will provide direct instruction by an experienced instructor with a background in supervision and management. In addition, the sessions will provide the opportunity for participants to share their experiences, concerns, and questions to draw upon the instructor's and group's collective knowledge base. At the end of the Leadership Institute, participants will have a sound foundation in the Essentials for Supervisors.

Audience

The Leadership Institute is a three day program that has been developed to address the needs of:

- Employees with good technical abilities who have been recently promoted into management or supervisory roles; and,
- Experienced supervisors who want to brush up on their supervisory skills.

Objectives:

At the conclusion of this workshop:

- You will clarify the scope and nature of a supervisory positions
- You will learn some ways to deal with the challenges of the role
- You will recognize the responsibilities you have as a supervisor, to yourself, your team and your organization
- You will learn key techniques to help you plan and prioritize effectively
- You will acquire a basic understanding of leadership, team building, communication and motivation, and what part they play in effective supervision
- You will develop strategies for motivating your team, and resolving conflict
- You will investigate the nature of change and how to help others through it.

Vermont Panurgy Inc.
21 Gregory Drive, Ste 3, South Burlington, VT 05403
(802) 658-7788 fax (802) 859-9407 www.panurgyvt.com

Course Outline

Day 1 -

Lesson 1: Defining Leadership

- The Big Y
- Characteristics of the Average Supervisor
- Making the Transition to Supervisor
- Keep Your Distance without Losing Rapport
- Don't Compromise Yourself
- Responsibilities of a Supervisor

Lesson 2: Leadership

- History of Leadership Studies
- Direction and Support
- Traditional Leadership Styles
- Four Leadership Styles

Lesson 3: Employee Performance Appraisals

- Who will be the Best
- The Performance Review Process
- Characteristics of Performance Reviews
- Your Role as a Supervisor
- The Performance Review Cycle
- Career Planning
- Effective Performance Standards
- Performance Feedback
- Coping with Criticism
- Handling Performance Problems

Day 2 -

Lesson 4: Motivation

- Motivation and Supervision
- Motivation Theories
- Setting a Motivational Climate
- Questions about Motivation
- How to Motivate the younger, Millennial Worker
- Designing Motivating Jobs

Lesson 5: Team Building

- Definition of a Team
- Stages of Team Growth
- Factors in Team Development
- Team Leadership
- Characteristics of Team Players

Lesson 6: Communication

- Barriers to Good communications
- Guidelines for Active Listening
- Questions
- Clarifying Questions
- Communication Funnel

Day 3 -

Lesson 7: Conflict

- Steps to Resolving Conflict
- Intervention

Lesson 8: Time Management

- Planning/Time Management
- Where Does Our Time Go?
- How to Better Manage Time
- Lists and Goals
- Planning
- Prioritizing
- Strategies

Lesson 9: Project Management

- Defining project management
- Understanding the Project Management Life Cycle

Lesson 10: Change Management

- Dealing with Change
- The Change Cycle
- Employee Reaction to Change
- The Change Train
- Key Factors in Successful Change
- Strategies for Dealing with Change

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