

The basic tools for assuming
the role of supervisor



Supervision Workshop Description

Overview

Today's first level supervisors and managers are being challenged as never before. From the start, it is imperative that they view the job of supervisor as a vehicle for having a positive impact. *Supervision* is a skill development workshop designed to help supervisors see the challenges in their job and skillfully deal with them.

Objectives

Upon completion of this workshop participants will be able to:

- Conduct a basic task analysis and develop a clear set of expectations for the job.
- Actively listen to communications for clarity and understanding.
- Interview and select potential candidates for attitudes as well as skills.
- Identify performance expectations and provide effective coaching and feedback.
- Delegate appropriately and effectively.
- Manage conflict in day-to-day operations.
- Build trust, encourage teamwork and foster mutual respect.

Learning Methods and Delivery

Supervision utilizes the latest in adult learning methodology including role play, simulation of on-the-job experiences, assessment tools and case studies.

Supervision can be delivered by our facilitators or certified client facilitators.

Target Audience

New supervisors with little formal supervisory practices training

Learning Time

8, 2 1/2 hour modules

Class Size

Typical class size 12 to 20



30700 Telegraph Road, Suite 4566
Bingham Farms, MI 48025
Phone 248.258.0026 Toll Free 866.313.6740
Fax 248.258.0343

www.prismlls.com