

# Supervisory skills

Program Outline



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## Overview

This two-day workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss—whether you are a team leader, a project manager or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement

## Learning Objectives

- Help clarify roles and responsibilities of the new job
- Adjust to the new role with confidence and an assurance you can handle the position
- Develop your communication skills in listening, asking questions and giving feedback to employees
- Develop a technique for making sure you give employees instructions that are clear and understood
- Identify some techniques to deal with employee challenges
- Recognize the importance of being visible and available to employees Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

## Day 1

### Introductions, Objectives, Agenda

#### Pre-assignment

#### Getting started as a new boss

Overcoming initial anxieties  
Getting off to a good  
Learning the ropes

#### Establishing authority

Dealing with friends you now supervise

#### Practical tips on handling your responsibilities

Know what is expected of you

#### Identifying priorities

Be available and visible  
Identify out employee abilities



## The communication skills you need

- Become a good observer
- Learn to listen
- Ask open questions
- Document your day
- Give clear
- Know the difference between orders, requests and suggestions

## Day 2

### Reconnect and feedback-30 minutes

#### Dealing with employee concerns

- Build trust with employees
- Learning to say "no"

#### Resolving squabbles

#### Recognizing individual capabilities and contributions

#### How to work with others

- Working with your boss
- Working with your peers
- Accept responsibility for your group
- How to stand up for yourself

#### Mistakes to avoid

- Getting angry
- Appearing to play favorites
- Being too bossy
- Getting on the wrong side of the union
- Other mistakes

#### Supervisory success

- Establish a daily routine

#### Keep on learning

- Lead by example
- Deal with problems immediately
- Be firm but fair
- Ask for help when you need it

## Review, Action plan, Evaluation