



Supervisor Training Series

(Designed for new supervisors or as a refresher)

5 day Supervisor Training Track Session Times: 8:30am to 4pm	
Session Length:	Course
Session I: Full day	<p>Oh Behave (half day)</p> <ul style="list-style-type: none">- This session examines individual behavior and communication styles. An individual assessment is utilized to focus on interpersonal communication, conflict resolution and relationship building. Team strengths and weaknesses are examined. Effective communication and confrontation techniques are studied. <p>Conflict Management (half day)</p> <ul style="list-style-type: none">- This session teaches how to manage conflict productively. Differences, when handled well, can stimulate positive outcomes. Participants learn about the five choices we have when conflict is present, and how to determine which approach will work best in a given situation. A conflict resolution model is taught and practiced so it can be immediately implemented within the organization.
Session II: Full day	<p>Why We Do What We Do (half day)</p> <ul style="list-style-type: none">- Each day, subconsciously or consciously, we make decisions. These decisions are based on our previous experiences which have made up our beliefs. We form beliefs that motivate our actions. As our motivations differ from those of others, conflict and disagreement arises. Understanding each other's perspectives will foster positive and productive interactions. This program explores how we can relate to those who don't share our motivations. Learn how a lack of understanding of individual motivators may cause opposition within an organization or with external business operations. An individual assessment is utilized to learn how to bridge differences in motivators in order to achieve everyone's maximum potential. <p>ABCs of Employee Engagement (half day)</p> <ul style="list-style-type: none">- This session teaches how to provide a motivational atmosphere to attract, engage and retain key employees. High-stress positions can frequently cause employee burnout and increased turnover. This course teaches easy-to-apply



	techniques to keep employees feeling valued while appreciating the importance of their work.
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Session III: Full day	Transition to Supervision (full day) <ul style="list-style-type: none">- This session teaches skills, knowledge and abilities needed to become good supervisors. This session examines challenges new supervisors may encounter now that they manage former peers or co-workers. Participants will develop individual development plans that guide them to continually assess their abilities as a supervisor.
Session IV: Full day	Supervisor's Role: Recognizing and Preventing Sexual and Other Unlawful Harassment (half day) <ul style="list-style-type: none">- This session teaches what behaviors constitute both "quid pro quo" and hostile environment sexual harassment. Participants learn how to prevent and reduce the risk of sexual and other unlawful harassment, and how to receive, report, and resolve harassment complaints. Participants learn to recognize when their own and others' behaviors are inappropriate, how to help correct that behavior, and what to do when approached by an employee with a complaint. Time Management (half day) <ul style="list-style-type: none">- This session teaches how to prioritize time, focus on what matters, and work productively to get work started and completed. Participants will learn tools to improve organizational skills and to manage time more efficiently and effectively. Participants will develop an action plan to get them back on track with what needs to be completed.
Session V: Full day	These People Are Drive Me Crazy (full day) <ul style="list-style-type: none">- This session is designed for supervisors and managers to develop effective performance reviews and learn successful techniques to address performance issues in a timely and appropriate fashion. Participants will learn and apply a variety of techniques to different situations to become familiar with different ways to respond to or address employee situations. The steps presented in this session will help prevent unnecessary unemployment claims, and teach how to mitigate potential litigious situations and avoid legal claims.