



*Arizona Innovative Solutions Group
(Arizona-ISG)*

Supervising Essentials

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

- Help clarify roles and responsibilities in your new role supervising others
- Adjust to this 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 such as squabbles, complaints and laziness
- Recognize the importance of being visible and available to employees



Outlines

- Getting started as a new boss
 - Overcoming initial anxieties
 - Getting off to a good
 - Learning the ropes
- The Role of the Supervisor
 - Moving from doing to planning
 - Making the transition
 - The problems new supervisors encounter
 - Supervisory responsibilities to your organization, your team and yourself
- Practical tips on handling your responsibilities
 - Know what is expected of you
 - Identifying priorities
 - Be available and visible
 - Identify out employee abilities
- The Thinking and Planning Process
 - Elements of planning
 - Setting goals and objectives
 - Six steps in the planning process
 - Prioritizing your workload



Outlines

- The communication skills you need
 - Become a good observer
 - Learn to listen
 - Ask open questions
 - Document your day
 - Give clear message
 - Know the difference between orders, requests and suggestions
- Dealing with employee concerns
 - Build trust with employees
 - Learning to say “no”
 - 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
- Working as a Team
 - The advantages and disadvantages of the team concept
 - The four stages of team building
 - Valuing the diversity of the team



Outlines

- Motivation
 - What do we value in work?
 - Three fundamental motivational techniques
 - Motivational theories and how they apply in the real world
 - Motivating without money
- Delegation
 - Defining delegation
 - Why we avoid delegating
 - Why we should be delegating more
 - Guidelines to effectively delegate
- Mistakes to avoid
 - Getting angry
 - Appearing to play favourites
 - 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



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