

Super Manager Training

Day 1: Supervisory Roles and Responsibilities

Objectives:

- Identify the roles and responsibilities of a successful supervisor.
- Identify the basic ways that organizations are structured.
- Discuss the benefits and challenges of delegation.
- Recognize the methods used to maintain positive relations with employees, managers, and peers.
- Understand the steps to effective, rational decision making, both as a supervisor as well as in group decision making.

Day 2: Modern Leadership Challenges Pt. 1

Objectives:

- Recognize the characteristics of a strong and influential leader.
- Understand basic supervisory skills.
- Discuss the impact of work culture on effectiveness and leadership.

Day 3: Modern Leadership Challenges Pt. 2

Objectives:

- Define continuous quality improvement.
- Identify types of quality control.
- Identify methods of improving quality.
- Identify ways organizations measure success in continuous quality improvement.
- Discuss how supervisors can establish and maintain a creative work climate.

Day 4: Communication

Objectives:

- Define communication.
- Describe the process of communication.
- Describe techniques for communicating effectively.
- Identify barriers to communication.
- Characteristics of effective listening.
- Distinguish between verbal/nonverbal messages.
- Identify the ways in which communication flows within an organization.

Day 5: Motivation and Behavior

Objectives:

- Identify the relationship between motivation and performance.
- Describe theories of motivation.
- Identify the types of motivation.
- Identify ways supervisors can motivate employees.

Day 6: Conflict Management

Objectives:

- Recognize the different types of conflict.
- Understand how to handle conflict between employees.
- Learn how to mediate conflict.
- Learn how to deal with problem and troubled employees.
- Learn how to deal with personnel issues.
- Understand progressive discipline and termination process

Day 7: Organizational Methods

Objectives:

- Identify time wasters and strategies to gain control over time.
- Recognize the factors that contribute to employee stress (mask-relating style).
- Understand the consequences of employee stress.
- Identify ways organizations, including supervisors, can help employees manage stress.

Day 8: Change Management

Objectives:

- Understand how change relates to conflict.
- Identify sources of change and explain why employees and supervisors resist.
- Identify strategies to overcome resistance to change.
- Identify generational characteristics and their impact on workplace.

Day 9: Organizational Power and Politics

Objectives:

- Identify common strategies for organizational politics.
- Describe the types of power supervisors can demonstrate.
- Review historical leaders and their leadership style.
- Compare leadership styles and success.