



# Leadership Skills for Supervisors

## Select Your Learning Style

**Facilitator-led** 1 Day Program (Classroom)

**OR**

**eLearning format** (Self-paced)

**Please refer to Pricing Page for cost per participant**

Supervisors represent an important force in the economy. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict that you need to be successful.

### What Will Participants Learn?

- ✓ Ways to prioritize, plan, and manage their time.
- ✓ How to identify their primary leadership style.
- ✓ How to develop some flexibility to use other leadership styles.
- ✓ Ways to meet the needs of employees and co-workers through communication and coaching.
- ✓ Ways to make conflict a powerful force for creative, well-rounded solutions to problems.

### What Topics are Covered?

- ✓ Pre-assignment review
- ✓ What's your type? How about mine?
- ✓ Understanding leadership
- ✓ Managing your time and your energy
- ✓ The commitment curve
- ✓ Employee development models
- ✓ Dealing with conflict and difficult issues
- ✓ What successful leaders do

### What's Included in Your Learning Style?

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| <ul style="list-style-type: none"><li>✓ Self-paced eLearning OR</li><li>✓ Interactive class environment – Facilitator-Led</li></ul> | <ul style="list-style-type: none"><li>✓ Specialized course materials and resources</li><li>✓ Personalized certificate of completion</li></ul> |
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