



# The Professional Supervisor

## Select Your Learning Style

**Facilitator-led** 3 Day Program (Classroom)

**OR**

**eLearning format** (Self-paced)

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

With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This program can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in your working life!

### What Will Participants Learn?

- ✓ Clarify the scope and nature of a supervisory position.
- ✓ Learn some ways to deal with the challenges of the role.
- ✓ Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization.
- ✓ Learn key techniques to help you plan and prioritize effectively.
- ✓ Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision.
- ✓ Develop strategies for motivating your team, giving feedback, and resolving conflict.

### What Topics are Covered?

- ✓ Adjusting to your role
- ✓ Action-centered leadership
- ✓ Making plans and setting goals
- ✓ Defining leadership
- ✓ The Situational Leadership Model®
- ✓ What's your type? How about mine?
- ✓ Team building tips
- ✓ Communication skills and motivating employees
- ✓ Orientation and on-boarding
- ✓ Training tips and tricks
- ✓ Providing feedback and doing delegation right
- ✓ Dealing with conflict and managing discipline issues

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

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|---|--|
| ✓ Self-paced eLearning OR                         | ✓ Specialized course materials and resources |
| ✓ Interactive class environment – Facilitator-Led | ✓ Personalized certificate of completion     |

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