



## ADVERTORIAL



## SUPERVISORY AND MANAGEMENT SKILLS

## Workshop Objectives:

- Help clarify roles and responsibilities of the new job
- Adjust to the 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 hostility, complaints, and laziness
- Recognize the importance of being visible and available to employees
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

### Day 1

- Introductions, Objectives, Agenda
  - Pre-assignment discussion
- Getting started as a new boss
- Understanding your responsibilities
  - Setting goals
  - Identifying priorities
- Communication skills you need

### Day 2

- Advanced communication skills
  - Giving feedback
- Giving orders, requests, and suggestions
  - Mistakes to avoid
- Dealing with difficult employees
  - Managing conflict

### What's Included?

- Instruction by an accredited expert facilitator
  - Small interactive classes
- Specialized manual and course materials
  - Personalized certificate of completion