

# The Certified Supervisor

## Why Attend

- Supervisors play an important role in a company's success as they are significantly involved in the day-to-day operations, guiding employees through certain courses of action to help them accomplish the organization's goals. This course will provide supervisors with advanced supervisory and managerial skills to promote their effectiveness and increase their team's performance.

## Course Methodology

- This course relies on the use of individual and group debriefs as well as psychometric assessments. The course also features the use of case studies and presentations by participants followed by plenary discussions. In addition, videos, team exercises, and role plays are used to demonstrate the skills for highly effective supervision.

## Course Objectives

By the end of the course, participants will be able to:

- Identify the essential leadership skills of the successful supervisor
- Apply the managerial skills effectively in order to actively influence others
- Manage performance problems and help the team grow
- Demonstrate coaching techniques to better manage performance
- Create a motivational environment to energize and inspire their team

## Target Audience

- Experienced supervisors, frontline leaders, senior supervisors, department heads, and team leaders who want to sharpen their supervisory, managerial, and team leadership skills.

## Target Competencies

- Leading
- Communication
- Emotional Intelligence
- Decision-making
- Coaching and motivating
- Planning and organizing
- Delegating
- Problem solving

### Leadership skills of the successful supervisor

- Identifying your personal leadership style
- Displaying transparency and building trust
- Communicating powerfully and prolifically
- Maintaining emotional balance
- Practicing empathy through listening
- Promoting leadership in your team
- Be innovative and proactive

### Managerial skills of the successful supervisor

- Promoting the vision and mission of the organization
- Identifying the strategic and operational goals of the organization
- Aligning company goals with the team's goals
- Creating commitment to the values of the organization
- Planning the road map of your team
- Organizing the needed resources efficiently
- Delegating the tasks to the right team members
- Monitoring the team for optimal performance
- Diagnosing and solving problems effectively

### Performance evaluation and performance problems

- The 3 core questions of performance reviews
- How am I doing
- What do I need to accomplish
- What do I need to learn
- The ladder of inference
- Observing
- Interpreting
- Evaluating
- Acting
- The 4 steps to address performance problems
- Planning
- Meeting

## Coaching for optimal performance

- Giving and receiving criticism constructively
- Minimizing defensiveness in yourself and others
- Coaching self-assessment
- Coaching skills for every supervisor
- The coaching process in practice
- Help your staff grow

## Creating a motivational environment

- Carrots and sticks: the seven deadly flaws
- Type I and Type X people
- Intrinsic
- Extrinsic
- The three elements of motivation 3.0
- Autonomy
- Mastery
- Purpose
- The heart of supervision (the 3 elements in practice)
- When and how to use rewards
- 'If-then' rewards
- 'Now-that' rewards
- The reward flow chart

