



Leadership Skills for Supervisors

Communication, Coaching & Conflict

How You Will Benefit

This one-day course will teach participants how to:

- ◆ Learn ways to prioritize, plan, and manage their time.
- ◆ Identify their primary leadership style and techniques for maximizing that style.
- ◆ Develop more flexibility to use other leadership styles.
- ◆ Search for ways to overcome communication barriers.
- ◆ Determine ways they can meet the needs of employees and co-workers through communication and coaching.
- ◆ Explore ways to engage in productive rather than toxic debate, and to make conflict a powerful force for creative, well-rounded solutions to problems.

Course Content

Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Managing Your Time and Your Energy

This section will discuss the Left and Right brain concepts, SMART goals, and how to organize your personal workspace.

What Makes a Good Leader?

In this section students will learn about The Situational Leadership model and The Leadership Effectiveness and Adaptability Description (LEAD).

Communication as a Leadership Tool

This section defines communication, how to use effective communication, and discusses the major elements of communication such as verbal and non-verbal queues, asking questions, and body language.

The Commitment Curve

This section will teach you how to ensure new employees understand the commitment curve and recognize that the first few months of any new job will be tough.

Employee Development Models

In this section we will discuss the Coaching and Dialogue employee development models. "You" and "I" messages will also be discussed, along with the consequences and benefits of both changing and not changing.

Dealing with Conflict and Difficult Issues

You and the participants will discuss the difficulties involved when bringing up a concern or issue with another person.

What Successful Leaders Do

You and the participants will discuss the difficulties involved when bringing up a concern or issue with another person.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.