



# The ABC's of Supervising Others

## Course Description

This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are lead hands or part-time supervisors without a great deal of authority. This workshop is designed to help participants overcome many of the supervisory problems they will encounter in their first few weeks as a boss. Dealing with the many problems a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

## Course Objectives

Upon successful completion of this course, students will be able to:

- Clarify roles and responsibilities of the new job.
- Adjust to the new role with confidence and an assurance you can handle the position.
- Develop skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- Develop a technique for giving employees clear instructions.
- Identify techniques to deal with employee challenges, such as hostility, complaints, and laziness.
- Understand the importance of developing good relationships with employees and peers.

## 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.

### Pre-Assignment Review

To begin, participants will discuss their pre-assignment in small groups.

### Making the Transition

Next, participants will discuss how their role will change when they become a supervisor. They will also work on developing solutions to common concerns of new supervisors, such as, "How do I make sure employees recognize my new role and respect my position as a supervisor?"

### Responsibilities of a Supervisor

During this session, participants will explore their three main areas of responsibility. They will also work through two case studies.

### Setting Goals

This session will help participants set some SMART goals to help them succeed.

### Planning for Success

Next, participants will discuss the value of short and long range planning.

### Listening Skills

During this session, participants will learn about and practice active listening skills.

### Asking Questions

This session will help participants develop another key communication skill: asking good questions.

### Giving Feedback

Giving feedback is one of the most important skills for a supervisor, yet it can be the trickiest and most difficult management task. This session will help participants master this invaluable skill.

## Course Content (continued on next page).



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### Course Content (continued from previous page)

#### Ask for What You Want

Next, participants will learn some ways to ask for what they want, whether it's more staff, better resources, or a pay raise.

#### Giving Instructions

This session will give participants five keys to giving good instructions.

#### Orders, Requests, and Suggestions

During this session, participants will learn about these three specific types of instructions.

#### Managing Conflict

Unfortunately, supervisors are often called in to mediate conflicts. Participants will learn two different processes for managing conflict, and then they will practice those processes during a skill building exercise.

#### Dealing with Difficult Employees

Next, participants will discuss how to deal with four common types of problem employees: the over-dependent employee, the lazy employee, the hostile employee, and the chronic complainer.

#### Dealing with Others

This session will give participants some general tips to remember when dealing with others, including power talk and the rules of likeability.

#### The Reciprocal Quality of Relationships

To wrap up the day, participants will explore their personal network and how to be a positive influence in it.

#### Workshop Wrap-Up

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