

CRITICAL TRAINING SOLUTIONS, L.L.C.

Moving Up To Supervise

“You’re doing so well at this job, that we’re not going to let you do this job any more. We’ll make you a supervisor of people who do this job.”

If you are reading this, you’ve been there. Because of your confident performance and solid work ethic, you were recognized (rewarded?) by being lifted out of a job you knew very well how to do and put into a position for which you had not been trained – Supervisor. This course is packed with the fundamentals of supervision as well as techniques you can use TODAY to inspire the best in your workers.



Course Data

Training Schedule: 1-Day and 2-Day Programs

Typical Audience: Technical staff, Administrative Staff, Supervisors, Managers

Best Class Size: 15 to 25 Attendees

Format: Lecture, Case-studies, Problem Solving Models, Attendee-driven Problem Solving

Training Objectives

- Recognize the change in perspective necessary when transitioning to supervision
- Learn your best supervisory style, and when and how to modify it.
- Understand the differences among your employees, and how to deal with them
- Know when to lead from the front and when to allow your staff to lead
- Acquire the skills necessary for enhancing (or redirecting) employee performance
- Apply problem-solving techniques that focus on their highest and best talents

Course Summary

- The Supervisor’s Role – micromanager, permitter, or something else?
- The Initiation – transitioning from employee to supervisor.
- Acquiring the Supervisory Perspective
- Managing Performance
- Reinforce, Redirect and Retrain
- Enforcing Rules and Motivating Enthusiasm
- 5 Tools Every Supervisor MUST HAVE
- Delegate or Die
- Reverent Power: How to acquire it, how to use it.