

The ABC's of Supervising Others

This two-day workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss - whether you are a team leader, a project manager or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

Workshop topics:

- 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 squabbles, 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
- ▶ Establishing authority
- ▶ Practical tips on handling your responsibilities
- ▶ Identifying priorities
- ▶ The communication skills you need

Day 2

- ▶ Reconnect and feedback-30 minutes
- ▶ Dealing with employee concerns
- ▶ How to work with others
- ▶ Mistakes to avoid
- ▶ Supervisory success
- ▶ Review, Action plan, Evaluation

San Diego, CA

LA, CA

What's Included?

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

TIME: 9am – 4pm. FEES: \$450.00 per person, plus applicable taxes. *Prices and dates are subject to change.

Pre-Registration Form:

The ABC's Of Supervising Others

Yes Enroll me now

Participant Name (*Please Print*)

Position

Organization / Address

ZIP _____ Telephone # _____

Fax _____ E-Mail _____

Be! Everywhere You Are!

6760 University Ave., Ste. 260
San Diego, CA, 92115
Office: (619) 446-6330
Cell: 619-520-3502 | Fax: (619) 446-6462

BE EVERYWHERE
YOU ARE!