



WORKFORCE SOLUTIONS

CUSTOMIZED EMPLOYEE TRAINING

Leadership Skills for Supervisors Level II *24 hours (6 – 4 hour sessions)*

Managing Change

Recurring change is the norm in organizational life today. Still, most of us have difficulty dealing with the constant variety of major and minor changes in our every day work environments. By the end of this session, supervisors will be able to:

- Deal with the four phases of change
- Examine behaviors that lend or inhibit change efforts
- Develop change leadership skills and behaviors
- Generate support for change efforts
- Establish an effective learning environment
- Improve ability to lead change.

Building Commitment

This training event is designed to address the skills at the heart of improving the way in which leaders guide their teams. This active event will provide skill development in the areas of

- Initiating
- Evaluating
- Decision Making
- Motivating
- Controlling
- Planning and Delegating,
- Communicating
- Personal Skills

Conquering Conflict

Most of us are not as skilled at handling conflict as would like. This leads to repeated mishandling of incidents that should be predictable and allows these incidents to escalate unnecessarily. By the end of the session, supervisors will learn:

- Why employees with bad attitudes typically react negatively to conflict
- How and why conflict escalates
- The three typical negative behavioral responses to conflict
- The significant obstacles to resolving conflicts
- The critical foundations of successful conflict resolution

Critical Reasoning

Reasoning is the process of examining data (facts, information, evidence, observations, and experiences) and forming inferences, judgments, and conclusions from the data. Adding the term "critical" to reasoning may seem redundant; some argue that by definition reasoning is always critical. However, the reality is that much reasoning is on the superficial level; we quickly identify the problem and then implement a solution that seems to solve it. Too often in our rush to judgment we attack the symptom of the problem and the cause, short-circuiting the reasoning process. By adding the term "critical" we then must analyze our reasoning to ensure we have accurately identified the true problem. By the end of this workshop, the student will learn to:

- Accurately analyze data
- Consider the implications of the problems and proposed solutions
- Determine the end state
- Select the best solution to implement

Motivating Team Members

Many managers believe that we are experiencing an epidemic of bad attitudes in the workplace. Organizations in which leaders and team members should work as partners instead emerge as environments of suspicion and adversity. Bad attitudes have become commonplace. The challenge is to make things better. In this workshop, leaders will learn to:

- Understand the 3 critical challenges of the workplace.
- Identify the root causes of bad attitudes.
- Influence the root causes of their employees' bad attitudes.
- Assess the leader's role in producing or sustaining bad attitudes.
- Turn around bad attitude-based behaviors.
- Motivating bad attitude employees

Formal Meetings

A meeting is often the best way to communicate information to others in a group. In groups, creative dynamics emerge that don't occur to individuals alone and groups can develop solutions. This session will focus on techniques that make formal meetings as productive and time effective as possible. By the end of the session, leaders will have learned:

- The interaction method of running meetings
- The five ingredients of effective meetings
- What the facilitator does.
- The case for a group memory
- Building consensus
- Being a good group member
- Who and how many should attend the meeting?
- Putting together an agenda and making meeting rooms work.