



WORKFORCE SOLUTIONS

CUSTOMIZED EMPLOYEE TRAINING

Leadership and Communication Skills for Supervisors *24 hours*

Leadership for Teams (4 hours)

What is a leader? Can you become the leader you envision? The issue of becoming the best leader each of us can be will be addressed through the following topics:

- Characteristics of Effective Leaders
- Expectations of Team Members
- Personal Leadership Vision, Goals and Objectives
- Situational Leadership
- Effects of Personality on a Leader's Behavior

Effective Communication Skills (4 hours)

It is almost impossible to be productive in the workplace (or anyplace) without being an effective communicator. If you cannot effectively communicate what needs to be done, how can you expect to get it accomplished? Even if you can issue clear directives, you may do so in a way that causes hard feelings, turns other people off and kills the morale of the team. During the second part of Leadership I, effective communication skills will be taught including:

- Being an Effective Communicator
- Three Communication Modes
- Barriers to Effective Communication
- Communication Styles
- Importance of Body Language
- Using Body Language to Effectively Communicate

Personality Differences (4 hours)

Learning to recognize and deal with different personality styles is an essential skill of a leader. This session will focus on the following:

- Personality Styles and the Effect on Communication
- Your Preferred Personality Style
- Your Strengths and Weaknesses
- Others Personality Styles
- How to Lead and Communicate with Other Personality Styles



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Coaching (4 hours)

Given time demands and increasing workloads, scheduling separate meetings to coach, counsel or apply discipline is nearly impossible. Coaches need to take advantage of everyday work situations as opportunities to conduct these vital functions. This workshop provides a framework that coaches can use to identify and respond to coaching opportunities.

- Benefits of Coaching
- Making the Most of Everyday Work Situations to Coach
- Identifying and Responding to Coaching Opportunities
- Four Phases of the Developmental Journey
- Your Effectiveness as a Coach in Each Phase
- Three Types of Coaching Responses
- Recognizing and Responding to a Team Member's Signals

Conflict Management (4 hours)

Leaders need to learn to manage conflict by identifying conflicting personality styles. In this workshop we will address how to view the sources of conflict as differing perceptions of facts, methods, goals, and values.

- Five conflict management styles
- Your conflict resolution style
- Addressing situations of conflict

Decision Making

A wide range of problems occur everyday at work, but the small everyday problems - the ones that need quick decisions and effective solutions can really take a chunk out of a person's day. Participants will focus on improving their decision making skills through the following:

- Easy 5-step Problem Solving Process
- Strengths and Weaknesses at Each Step of the Process
- Action Plans for Improvement
- Decision Making Methods for Different Workplace Situations