

Supervising Others Workshop

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The Supervising Others workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Workshop Objectives:

- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path



For more information or to reserve your spot in this workshop, please contact:

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CLASS CONTENT

Session One: Getting Started

Workshop Objectives
Pre-Assignment Review

Session Two: Setting Expectations

Defining the Requirements
Identifying Opportunities for Improvement and Growth
Setting Verbal Expectations
Putting Expectations in Writing

Session Three: Setting Goals

Understanding Cascading Goals
The SMART Way
The Three P's
Helping Others Set Goals

Session Four: Assigning Work

General Principles
The Dictatorial Approach
The Apple-Picking Approach
The Collaborative Approach

Session Five: Degrees of Delegation

Level One: Complete Supervision
Level Two: Partial Supervision
Level Three: Complete Independence

Session Six: Implementing Delegation

Deciding to Delegate
To Whom Should You Delegate?
Providing Instructions
Monitoring the Results
Troubleshooting Delegation

Session Seven: Providing Feedback

Characteristics of Good Feedback
Feedback Delivery Tools
Informal Feedback
Formal Feedback

Session Eight: Managing Your Time

The 80/20 Rule
Prioritizing with the Urgent-Important Matrix
Using a Productivity Journal
Using Routines and Rituals to Simplify Your Workday

Session Nine: Resolving Conflict

Using a Conflict Resolution Process
Maintaining Fairness
Seeking Help from Within the Team
Seeking Help from Outside the Team

Session Ten: Tips for Special Situations

What to Do If You've Been Promoted from within the Team
What To Do If You're Leading a Brand New Team
What to Do if You're Taking on an Established Team

Session Eleven: A Survival Guide for the New Supervisor

Ask the Right Questions of the Right People
Go to Gemba
Keep Learning!

Session Twelve: Wrapping Up

Words from the Wise