



LIVE SEMINAR

## A Crash Course for the First-Time Supervisor or Manager



### THIS SEMINAR AT A GLANCE:

You'll gain all the skills and insights you need to lead your people with confidence and conviction, including:

- How to start producing results you can take credit for fast
- Ways to avoid the problems that sabotage many new supervisors
- What it takes to get performance from people who aren't used to your being "the boss"
- How to size up your own boss — so you can give better support and get more backing in return
- How to raise your visibility and earn the respect your position deserves

# A Crash Course for the First-Time Manager or Supervisor

S E M I N A R S U M M A R Y



## You earned your supervisory position.

In your old position, you did a great job. Yet, you know the skills that made you a great team player won't necessarily make you a great supervisor or manager.

- It's not enough to follow directions, now you must decide what gets done, when and by whom.
- You don't just have to do your projects accurately and on time, you have to help other people keep their projects on track and see that everyone works well together.
- You can't focus only on your department, now you're a member of the management team. Your new peers will expect you to have a broader perspective.
- It's not enough to keep yourself motivated, now you have to be a coach, cheerleader and "strong shoulder" to people who have bad days, conflicts with each other and demands you might not be able to satisfy.

## Who should attend?

- Supervisors and managers with less than one year of experience
- Experienced supervisors with little or no formal supervisory training
- Aspiring and soon-to-be promoted supervisors
- Newly appointed team, work group and project leaders

## PROGRAM AGENDA

### Learn to take charge of your new supervisor position

- The first (and most serious) temptation the new supervisor faces — and how to resist it
- Self-learning goals that will get you up to speed fast
- What your supervisor wants (and doesn't want) from you in six key areas
- Important questions to ask during the first week at your new job
- The paperwork mountain: a two-step process to make sure you never miss a "must read" document
- How to get off to a good start — seven specific guidelines that will help you earn respect right away
- Tips for supervising former peers — and current friends

### Find out how to achieve results

- Bureaucracy-basher, expeditor — and five more hats you'll wear as a manager
- How to assess:
  - your people so you can minimize their weaknesses and maximize their strengths
  - your team so you can adopt the appropriate leadership style
- Leadership errors: how to recover when you make a mistake
- Six ways to achieve personal excellence as a leader

### Discover ways to develop your employees

- What you should delegate — and what you must not
- How to delegate work and ensure it's done right — without meddling
- The delegation traps every manager must learn to avoid

- What motivates employees according to them (Many managers have it backward. Do you?)
- How to help your employees find more meaning in (and better connection to) their work
- Five proven motivators and rewards to help your employees succeed
- The basics of an effective performance evaluation

### Identify what's needed to build confidence and competence

- What you should delegate — and what you must not
- How to delegate work and ensure it's done right — without meddling
- The delegation traps every manager must learn to avoid
- What motivates employees according to them (Many managers have it backward. Do you?)
- Five proven motivators and rewards to help your employees succeed
- The basics of an effective performance evaluation



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