



LIVE SEMINAR

Transitioning to Supervisor



THIS SEMINAR AT A GLANCE:

- How to communicate effectively as a manager
- When to be flexible and when to stand firm
- Five steps for building trust and gaining respect
- How to develop your own management style
- Getting results through others — motivation techniques that work!
- The truth about discipline — how to handle uncomfortable situations
- What every manager must know about hiring and firing
- Time management skills that really work

As a result of this training, new or soon-to-be managers will learn to:

- Deal with jealous or resentful coworkers to earn their trust and respect
- Master delegation and organization skills that are essential when managing others
- Use praise to reward and motivate
- Think like a leader instead of a follower

Transitioning to Supervisor

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



You won't believe how much great advice, information and knowledge you'll gain in just one day!

We'll show you how to:

- Identify your personal roadblocks to leadership success, and rid yourself of them forever!
- Take on a new position of authority without coming across as bossy, smug or domineering
- Master six critical steps that will help you shift your mental focus from staff member to supervisor
- Avoid the most common pitfalls involved in this type of transition
- Recognize and manage the different work/personality styles of your employees
- Build trust and gain respect through your new relationships
- Hone your communication skills - essential for every effective manager!

Who should attend?

Anyone who is soon to move into a manager or supervisory role, or has been a manager or supervisor for a year or less will benefit greatly from this seminar. Team leaders, department heads, and those making the move to senior positions within their departments will also benefit.

PROGRAM AGENDA

Managing your new employees

- Ways to transition from coworker to authority figure without seeming domineering or bossy
- How to deal with the person who wanted the job you just got
- What to do when you start to feel your job would be easier "if it weren't for the people"
- How to thrive when your success is based on the accomplishments of your team, not your individual work
- Why you must honestly assess your own behavioral and communication styles — and modify them if necessary
- How to identify and make the most of the different behavioral/communication styles of your employees
- Style "flexing" for effective supervision
- The key differences between communicating up and down the corporate ladder
- Critical listening skills every successful supervisor must master
- Five steps for building trust and gaining respect — even among less-than-cooperative employees
- Tips and tools for managing the people you inherited
- Essential skills for building your own dream team
- Delegation: why it's not your chance to give others the tasks you don't like
- Two words the new supervisor should avoid: "I" and "my"
- How to set positive examples without seeming saintly
- The secret of success: achieving results through others

Managing yourself

- What do you do now? (The skills that got you here won't necessarily keep you here)
- How to identify and eliminate your own personal roadblocks to success
- Four of the most common pitfalls in the transition to management
- Six critical steps to help you shift from staff member to supervisor
- Your old skills in your new job: which do you change and which do you keep?
- Management by objectives for first-time supervisors
- The language of supervision — performing a SWOT analysis
- Performance management fundamentals for first-time supervisors
- How what you don't know can hurt you
- Ways to change your focus from "depth of knowledge" to "breadth of understanding"
- How to manage others successfully when you're in the dual role of worker and supervisor
- More work, responsibility and pressure — how to stay on top of everything without losing your cool
- Proven techniques for managing time and setting priorities
- Tips for keeping meetings on time, on track and on target [it isn't hard if you follow our guidelines!]
- How to develop your own personal plan for professional growth — and stick to it for the long term



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