

High Performance Supervision

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The first one and a half days of this program covers the core skills that research and experience have proven to be required of all supervisors in all industries. The last half day may be used by a company to “customize” the program to their own particular needs and can cover a wide range of topics, including those listed below under “Optional Modules.”

The Core Program

Defining High Performance: Making the shift from doing to leading ... identifying the qualities and competencies of the superior performer ... being “in the middle” ... what a high performance supervisor does.

Communication – The Key Skill: Listening with understanding ... styles of communication ... relationship between applying communication skills.

Improving Employee Performance: Concepts of motivation ... supervising the new workforce ... understanding the difference in values ... the consequences of our actions ... reinforcing subordinate behavior.

Solving People Problems: A model for mutual problem solving ... resolving conflict ... discussing performance ... practicing new skills in role-playing situations.

Personal Improvement Planning: Establishing goals and action plans for application of learnings back on the job.

Optional Modules

Interviewing and Selecting Employees: The selection process ... analyzing job requirements ... practicing interviewing skills ... averting discrimination.

Supervising Union Employees: Taking disciplinary action ... handling grievances.

Supervising Non-Union Employees: Maintaining a non-union status.

Increasing Personal Productivity: Setting objectives ... managing time ... planning each day and week.

Participants Will Learn

- How they measure up to the model of a high performance supervisor, and the areas of strength as well as those areas requiring development.
- Six steps to listening actively, with understanding.
- Techniques to help others solve their own problems.
- How and when to use three different communication styles.
- Six steps to using assertion to answer employee requests.
- How to apply communication skills to the solution of a real-life problem.
- How to use a three-factor formula to improve employee performance.
- What motivates people, and how values are formed; how to apply this knowledge in supervising others.
- Six steps to improving employee performance.
- The ways to affect the consequence of our actions.
- How to identify problems and barriers that affect productivity.
- Techniques to promote teamwork for increased productivity.
- An effective and simple method to use “collaborative influence” to solve problems and resolve conflicts and differences.
- Six steps for turning conflict into a win-win situation.

Special Features

The workshop is a highly involving experience that includes exercises and role plays to give participants ample opportunity to improve their supervisory skills.

This workshop can be customized to the particular needs of a company or supervisory work group.

Who Should Attend

First-level supervisors and managers, and people preparing to assume a supervisory position, will benefit from active participation in this workshop.