

# Building Your Supervisory Skills

## Course Overview

This workshop is designed for new supervisors, people who are interested in a supervisory position, as well as team leaders or part-time supervisors without a great deal of authority.

This is a two-day course developed to help participants overcome the many supervisory challenges that they will encounter as a workplace leader. It isn't easy dealing with the problems that a new supervisor encounters. When you apply the skills and concepts you learn in this course, you can find success as a supervisor.

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**Recommended for:** New supervisors and managers

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**Format:** Instructor-led

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**Duration:** Two days

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## Learning Objectives

- Adjust to the supervisor's role with confidence.
- Develop their listening skills, ask relevant questions, resolve conflict, and give valuable feedback to employees.
- Adopt key attitudes that will improve their supervisory skills.
- Maximize their success by using time management and planning techniques.
- Develop their own style for giving clear and concise instructions.
- Realize the importance of developing strong relationships with peers and employees and project an image of fairness and consistency.



## Course Outline

- Unit 1: Now You're a Supervisor! – or Hope to be One Soon
  - Making the Transition
  - What Are the Supervisor's Responsibilities?
- Unit 2: Key Behaviors and Attitudes Supervisors Need
  - Creating the Right Foundation
  - Motivation from Within
  - Know Where You Are Going
- Unit 3: Plan for Personal Success
  - Set Goals with SPIRIT
  - Make Learning a Lifelong Commitment
- Unit 4: Planning for Success as a Supervisor
  - Put Planning in Perspective
  - Get Things in Order
  - Take Control of Email
  - Organize Your Time
  - Organize Your Work Area and Paperwork
  - The Parts of a Good Plan
- Unit 5: Active Listening Techniques
  - Key Listening Skills
  - Tips for Becoming a Better Listener
- Unit 6: Key Communication Skills
  - Asking Questioning
  - Probing for Understanding
  - What Is Said and What Is Heard
  - Managing Our Non-Verbal Messages
- Unit 7: Giving and Receiving Effective Feedback
  - Six Elements of Effective Feedback
  - Receiving Feedback with Poise
- Unit 8: Techniques for Giving Instructions
  - Understanding Learning Styles
  - Understanding Orders, Requests, and Suggestions
- Unit 9: Managing Employee Conflict
  - 6 Steps to Conflict Resolution
  - Breaking Down the 6 Steps
- Unit 10: Managing Challenging Situations
  - 8 Steps to Handle Difficult Conversations
- Unit 11: Understanding Your Relationships
  - Establishing Yourself as a Leader



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