



# Effective Supervision Workshops

## WORKSHOP

Never has so much been asked of leaders.

TRACOM's research shows a disconnect between a manager's view of his or her own abilities and the view of the people with whom they work—particularly in interpersonal skills and effective supervision. For instance, more than half of managers surveyed selected “effective communication” as one of their greatest strengths. Yet nearly 78 percent of staff said communication skills were a deficiency among managers.

### TRACOM Does It Best:

*The Effective Supervision Workshops have proven themselves with outstanding reviews from participants and making a real impact in organizations. As one participant stated, “I now have a much better understanding the phases my team goes through and what I must do to help them be successful. This will really help my team.”*

In a business world of non-stop change, innovation and globalization, companies have come to realize the importance of developing leadership skills and professional talent.

Research has shown that the level of engagement among staff is greatly impacted by the effectiveness of the direct supervisor. Engaged employees are passionate, energetic and driven to deliver more for the company and its customers. Effective supervisors are skilled at improving engagement of staff.

The TRACOM Group helps companies worldwide improve organizational, team and individual performance including Accenture, Baxter, ConocoPhillips, Dow, Lockheed Martin, McGraw-Hill, Medtronic, and Starwood Hotels.

### Benefits of the Effective Supervision workshops:

- Understanding the role of a supervisor and its responsibilities at your company
- Assessing your abilities in the five key skill areas of supervisors - Communicating, Planning, Managing Performance, Problem Solving, and Building Teams
- Learning and demonstrating the skills in each of the five key skill areas including listening, managing conflict, setting priorities, delegation, coaching, feedback and decision-making
- Completing assignments on-the-job that require application of each learned concept

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**Audience**

Supervisors and People Managers

**Length**

One-half Day Modules

**Assessments Recommended**

Self-Contained in Each Module

**Typical Agenda**

Brief Lecture on Concepts

Self Assessment

Application Exercises

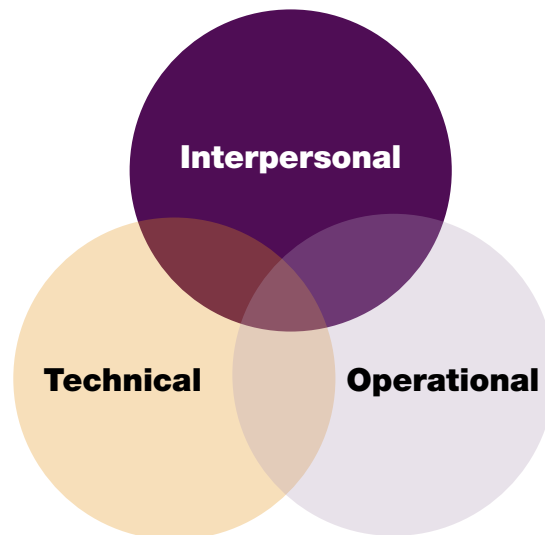
Peer Coaching

Wrap-up & Evaluation

## How the Workshop is Designed

The Effective Supervision Workshops consist of six modules, each focusing on a set of fundamental skills for preparing a supervisor to meet the challenges of managing others. Each module includes brief lectures, case studies, and application exercises. The modules can be used as stand alone or as a series to reinforce and complement the skills taught in the other modules. When used in a series, participants complete homework assignments to transfer what they learn in the modules to their current challenges on-the-job.

Effective supervisors are able to blend three sets of skills – Technical, Interpersonal, and Operational. Many times individuals are promoted to supervisor positions because of their technical skills. While technical skills are important in a supervisor role to provide direction, oversight and training, interpersonal and operational skills take on more prominence in the overall success of the supervisor.



The module Introduction to Supervision provides an overview of the role of the supervisor and engages the participant in an assessment to understand strengths and areas for development. The remaining five modules can be categorized as either Interpersonal or Operational skill based.

### Interpersonal

- Supervisor as Communicator
- Supervisor as Manager of Performance
- Supervisor as Team Builder

### Operational

- Supervisor as Planner
- Supervisor as Problem Solver

**For More Information:**

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**Solving Business Challenges Through:**

- | Leadership Development
- | Team Development
- | Individual Performance
- | Employee Engagement