

---

## Managing/Supervising for Success

This program gives supervisors and managers the tools and techniques to motivate, improve communication skills, enhance team performance, give positive and negative feedback, coach, delegate and handle conflict.

### Program Content:

#### Leading for Today

- Leader vs. Manager
- The Seven Laws of Being a Leader
- Errors Leaders Make – How Do You Avoid Them?
- Leading Employees of All Ages
- Diversity

#### Communication

- What is the Purpose of Communication?
- Corporate Culture and Communication Styles
- Effective Listening
- Body Language – What Are You “Really” Saying?
- Getting Your Message Across – Creating Understanding
- Emails and Memos – Begin with the End in Mind

#### Motivating Employees

- Personality – How Does This Affect How We Lead?
- Motivating Today’s Employees
- Motivational Traps

#### Coaching Skills

- What is a Coach?
- Your Level of Coaching Ability
- Your Coaching Strengths and Weaknesses
- Giving Feedback
- Giving Positive Feedback
- Giving Constructive Feedback
- Practice and Planning

#### Conflict Management

- Conflict Management Styles
- Using Conflict Styles Effectively
- Conflict Myths

#### Time Management

- What is Time Management?
- Leading Others – Maximizing Work Time
- Creating More Time Through Delegation
- Identifying Priorities
- Finding Balance – Time Management for Work & Home
- What Are Your Values?
- Managing Stress