

Gearing You For Growth

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Leadership Skills For Supervisors: Communication, Coaching And Conflict

Course Overview

Supervisors represent an important force in the economy.

Supervisors have the power to turn on or turn off the productivity of the people who report to them. They are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization.

Although Supervisors usually have more technical experience than the employees they supervise, they may not have had a lot of leadership experience.

This one-day course will give delegates the skills in communication, coaching, and conflict which they need to be successful.

Course Objectives

This one-day workshop will teach delegates how to:

- Learn ways to prioritize, plan, and manage your time.
- Identify your primary leadership style.
- Develop some flexibility to use other leadership styles.
- Determine ways you can meet the needs of employees and co-workers through communication and coaching.
- Explore ways to make conflict a powerful force for creative, well-rounded solutions to problems.

Target Audience

This course is designed for any manager, supervisor, or team leader or anyone wanting to be in a leadership role.

Prerequisite

There are no prerequisites for this course.



Duration

- 1 Day

Course Outline

Pre-Assignment Review

To begin the course, delegates will review their pre-assignment, which asked them to consider where they currently are as a leader and where they want to go.

What's Your Type? How About Mine?

In this session, delegates will complete a self-assessment to help them identify their leadership style.

Understanding Leadership

This session will explore several different leadership models, including Situational Leadership II® and servant leadership. Onboarding, orientation, and performance management will also be covered.

Managing Your Time and Your Energy

In this session, delegates will learn how to get organized, set goals, and manage their time.

The Commitment Curve

Next, delegates will learn about the commitment curve and how to use it to build employee engagement.

Employee Development Models

This session will give delegates a model for effective coaching. "You" and "I" messages will also be discussed, along with the consequences and benefits matrix.

Dealing with Conflict and Difficult Issues

In this session, delegates will learn seven techniques for resolving conflict.

What Successful Leaders Do

The course will wrap up with a look at practices of successful leaders and organizations.

Workshop Wrap-Up

At the end of the course, delegates will have an opportunity to ask questions and fill out an action plan.