

The ABC's of Supervising Others for the Administrator

This two-day workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss, whether you are a team leader, a project manager, or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

How You Will Benefit:

- Clarify roles and responsibilities of the new job.
- Adjust to the new role with confidence and an assurance you can handle the position.
- Develop your skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- Develop a technique for making sure you give employees instructions that are clear and understood.
- Identify some techniques to deal with employee challenges, such as hostility, complaints, and laziness.
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

What You Will Cover:

- ▶ Pre-assignment review
- ▶ Making the transition
- ▶ Responsibilities of a supervisor
- ▶ Setting goals
- ▶ Planning for success
- ▶ Listening skills
- ▶ Asking questions
- ▶ Giving feedback
- ▶ Ask for what you want
- ▶ Giving instructions
- ▶ Orders, requests, and suggestions
- ▶ Managing conflict
- ▶ Dealing with difficult employees
- ▶ Dealing with others
- ▶ The reciprocal quality of relationships

Name of City, Date of Event,

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What's Included:

- Instruction by an expert facilitator
- Small interactive groups
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. *Prices and dates are subject to change.

Pre-Registration Form:

The ABC's Of Supervising Others for the Administrator

Yes Enroll me now

Participant Name *(Please Print)*

Position

Immediate Supervisor

Organization

Organization Address

ZIP _____ Telephone # _____

Fax _____ E-Mail _____

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