

Leadership Skills for Supervisors

Supervisors represent an important force in the North American economy. You have the power to turn on or turn off the productivity of the people who work for you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. You usually have more experience and more skill than the employees you supervise, because management tends to look for super people to fill those roles.

How You Will Benefit:

- Learn ways to prioritize, plan, and manage your time.
- Identify your primary leadership style and techniques for maximizing that style.
- Develop more flexibility to use other leadership styles.
- Search for ways to overcome communication barriers.
- Determine ways you can meet the needs of employees and co-workers through communication and coaching.
- Explore ways to engage in productive rather than toxic debate, and to make conflict a powerful force for creative, well-rounded solutions to problems.

What You Will Cover:

- ▶ Managing your time and energy
- ▶ What makes a good leader?
- ▶ Communication as a leadership tool
- ▶ The commitment curve
- ▶ Employee development models
- ▶ Dealing with conflict and difficult issues
- ▶ What successful leaders do.

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:

Course Title

Yes Enroll me now

Participant Name (*Please Print*) _____

Position _____

Immediate Supervisor _____

Organization _____

Organization Address _____

ZIP _____ Telephone # _____

Fax _____ E-Mail _____

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