

Manager/Supervisor Skill Training Options with CLI

Choose Your Own Manager or Supervisory Skill Course Content

Please note that for this document we use manager and supervisor interchangeably.

Introduction To Management/Supervision (2 hours)

Aristotle said, "Without definition there is no meaning". This beginning session helps define the differences between supervisors, managers and leaders. An in-depth understanding of the characteristics and responsibilities of each type are covered.

Understanding Our Personal Approach To Communicating & Managing (6 hours)

How we interact based on our preferred style or approach can make or break a good manager. During this session participant will learn to understand their strengths and limitations based on work-style and will learn how to flex their styles to effectively manage and communicate different styles. This session utilizes the DiSC Personal Profile instrument.

Effective Management Tactics Via Situational Leadership (4 hours)

Situational Leadership is a basic core supervisory tool that teaches managers how to manage each employee based on the individual's willingness, ability and capacity to complete a particular work task. This session includes a self-scoring management instrument

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Motivation, Accountability & Performance (2 hours)

Motivation is not just about “pumping people up”. Supervisors must understand the psychology behind motivation to understand how to truly create a motivational environment where people keep themselves motivated. The theories of Maslow and Herzberg are covered to create an understanding of the differences between what motivates an individual versus what they need to be just satisfied at work. Supervisors also learn about 3 types of accountability (Being held accountable, personal accountability and mutual accountability) and strategies on how to make the most of each type.

Building Successful Teams (4 hours)

Group dynamics are key to effective individual and team performance. For success managers must become aware of the differences between a group and a team. This session teaches managers how to assess the 5 stages of team development and provides management guidelines for working with each stage.

Conflict Management & Effective Negotiations (4 hours)

Supervisors will learn the value of conflict. They will also learn tools and techniques for effective conflict resolution. Along with Conflict Management the group will learn successful negotiation tactics that will assist in developing win-win situations for all involved. This session includes a self-scoring conflict instrument.

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Performance Coaching (4 hours)

The role of the supervisor as a coach is very prevalent today. Supervisors must develop a continuous system and process for coaching their employee's performance. Coaches will learn techniques for Quick Coaching (immediate, timely, quick short bursts of feedback) and On-going Coaching (regularly scheduled in-depth performance feedback). This session includes role-plays, models and a short video.

Personal Time Management (4 hours)

Teach managers about planning, coaching, change management, effective meetings and customer service and the typical response is "this is all great but when will I have the time to do all this wonderful stuff and get my job done". Personal time management is critical for the success of any manager. This session provides the tools and techniques for balancing short-term reactive management with long-term proactive management. It also focuses on how to accomplish individual work while supervising other to get their work done also.

Meeting Effectiveness (2 hours)

Effective meetings are one of the greatest tools a supervisor can possess. Whether the meetings are quick standup meetings or more formal in nature they can be used to inform, to educate, to build camaraderie, to inspire, to reward, to renew freshness, to plan, to evaluate and to involve all staff members. This session covers meeting success and pitfalls. A structure is provided to help participants develop and plan their own meetings.

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Managing Change (4 hours)

Continuous Whitewater is a term that has been used to describe the turbulent times we are living and working in. Effective managers must learn how to quickly adapt and flex with change. They need to understand how to get their workforce aligned around new changes and must understand the impact that change has on their people and systems. This session provides tools and modules to help deal with change.

Customer Service Basics (4 hours)

Whether the customer is external or internal all managers must ensure that their staff realizes that their combined efforts must satisfy an end user. It is easy for workers to focus at the task on hand and they sometimes forget that their true success is based on their ability to serve the needs of the end user. This session includes a great customer service video and simple but yet profound customer service models which if used will guarantee customer satisfaction.

Let CLI help you build your manager/supervisory skill training program. We blend instructor-led training with web-based content to ensure that we meet all of your training needs.

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