

# Excelling as a Manager or Supervisor

## Course Overview

Managers and supervisors face the most difficult challenge—working through others to get things done. This unique course provides the tools to be a true leader and not just “the boss.” Learn how to motivate employees, how to manage relationships and performance, how to coach effectively to create high-performing teams and how to communicate successfully both up and out to leadership and the team. Learn to do all this while managing a new workload and focusing on the most precious resource—people.

## Module 1

### Being a Leader vs. Being a Boss

Learn to be a true leader by building a skills tool kit filled with qualities like vision, creativity, innovation, collaboration and teamwork.

- Define the 6 differences between a leader and a boss to determine how one is more effective than the other
- Discuss the new day-to-day job responsibilities and skill sets faced during the transition from individual contributor to leader
- Explain how to utilize the 5-step approach to adaptive leadership to match the right task, employee and leadership development style when assigning work and providing growth opportunities

## Module 2

### Creating High-performing Teams

Create a high-performing team of people with a common goal, vision and commitment.

- Define the components needed for creating high-performing teams
- Identify the specific actions that need to be taken to create an effective collaborative work environment
- Discuss a collaborative problem-solving process that can be utilized to efficiently address problems and roadblocks in the workplace

## Module 3

# Mastering Team Communication

Communication requires constant attention because human interactions are dynamic and multifaceted. Learn to effectively communicate within a team.

- Complete a unique interpersonal style inventory to discover your strengths and challenges
- Demonstrate how to provide clear and concise communication to a team member
- Identify how to lead an effective and productive team meeting that saves time, makes objectives clear and keeps everyone on the same page

## Module 4

# Team Relationship Management

For business to run smoothly, we need people who can work together; understand one another; be on the same page; and have healthy, productive, team-oriented relationships.

- Explain how to use a resolution process to solve conflict that arises between leaders and employees
- Recognize how to mediate conflict between 2 employees

## Module 5

# Coaching for Success

Effective coaching utilizing a precise approach allows leaders the opportunity to grow and develop the team they have built.

- Determine your proficiency as a coach
- Discuss how effective coaching can improve employee and team performance
- Outline how to coach employees demonstrating performance deficiencies
- Practice providing both positive and opportunistic real-time performance feedback

## Module 6

# Performance Management Methods

Performance management is the foundation of effective leadership, and many tools are available to help develop employees.

- Identify how to effectively communicate performance expectations and progress
- Explain how to create effective SMART goals for both leaders and employees
- Discuss the importance of professional development plans in helping employees grow their careers

## Module 7

# The Leader and the Work

Being a leader is about balancing people and projects, vision and tasks.

- Utilize time management principles to prioritize your current task lists
- Explain how to properly use delegation to create better opportunities and bench strength
- Identify what stress is and how to reframe and embrace it

## Module 8

# Communicating Up to Leadership

Communicating up to leadership can be difficult if one has limited experience in that area. Discover how to create an effective and productive working relationship with a direct leader.

- Outline the critical mistakes you can make in communicating with immediate leadership and members of the executive leadership team
- Discuss how to “manage up” to leadership by applying the same communication skills utilized with the team
- Define how to become an effective champion for change