



Course Title: *The Hallmarks of Supervisory Success*

Course Description

Effective supervision is the heart of strong organizational results. All leaders must grapple with strategy, strive for customer satisfaction, and deliver concrete results. In all these tasks, skilled supervision has a profound positive impact on the supervisor, his/her employees and the organization.

Learning Objectives

This course will help you:

- Engages in actions required to build credibility
 - Utilizes “Your Credibility Quotient” assessment to identify areas to focus on
 - Identifies and demonstrates Credibility-Building Priorities such as:
 - Redefine your relationship with your employees, Remove irritants and barriers and Keep promises
- Develop strategies to effectively assume your supervisory roles
 - Creates a sense of purpose, Sets clear direction and expectations, Gives regular needs-based feedback and Creates a sense of teamwork
- Communicates a clear connection between departmental and organizational goals to increase workgroup commitment
- Manage the transition to the supervisor role
- Plans and engages in a conversation to build a constructive relationship with manager and gain manager support
- Create a clear connection between departmental and organizational goals to increase work group commitment

Open to: Supervisor and Lead Workers

Competencies Addressed: Taking Ownership and Pride; Building Trust and Integrity; Communicate Effectively

Course Length: Four Hours