



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:

- Develop strategies to effectively assume your supervisory roles
- Manage the transition to the supervisor role
- Outline actions required to build credibility
- 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