Workshop Outline: You've Been Promoted. Now What?

Supervisor Fundamental Skills

When a front line employee or an individual contributor moves up the ladder and gets promoted to a supervisor role, the relationship landscape changes overnight. This course addresses some of the challenges inherent in moving from individual contributor to people manager and offers some real life lessons about what can be done to minimize the challenges. Participants will learn how to manage groups, set clear goals and expectations, provide effective performance feedback, and motivate employees. During the workshop, the participants will engage in group activities that will allow them to apply learnings immediately.

Objective

By the end of this course, the participants will receive practical tools and will be able to:

1. Clearly define key leadership skills needed to succeed in a workplace
2. Set SMART goals
3. Apply critical thinking and effective communication skills to every day work situations
4. Coach and motivate employees to perform at their full potential
5. Hold employees accountable to deliver excellent results
6. Provide effective performance feedback

Participants

10-12 (Customizable workshop is available for an audience of up to 20 participants)

Audience: Aspiring leaders and new supervisors. This course is also a refresher for a seasoned supervisor who can benefit to review the basics of the management skills.

We will cover

1. Attributes of a key contributor versus a people manager
2. Cost and effect of bad bosses to an organization and its people
3. Top challenges faced by people managers
4. Setting SMART goals
5. Reasons why setting SMART goals is the key to success in personal and professional environments
6. Effective communication techniques that bring positive results utilizing GROW model
7. Strategies and practical tools for providing meaningful and results-oriented performance feedback

Preparation

Complete a pre-course (on-line or paper) questionnaire. This questionnaire will ask the workshop participants about the current knowledge of the supervisory skills and desired developmental opportunities.

Duration

Standard workshop is 4 to 6 hours. Customization of the program determines the timing of the agenda. The workshop topics could be broken into separate 1-2 hour sessions.

Location

At employer's site for a 4 to 6-hour workshop or on-line for a 1-2-hour session.

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