
Management & Leadership Skills for First-Time Supervisors & Managers

This intensive, two-day leadership and management workshop is designed for new supervisors eager to grow their management skills and achieve leadership success. This comprehensive training covers the proven management techniques and strategies you need to become a stronger, more confident and respected leader.

You'll learn how to tackle key management challenges with ease, including how to establish credibility and authority fast, how to motivate employees to give 110 percent, how to handle attitude problems and rule-breakers, how to curb absenteeism and tardiness, how to give constructive feedback and how to conduct effective performance appraisals. Plus, you'll walk away with self-assessment tools, handy checklists, the Leadership Style Analysis and numerous other resources strengthen your supervisory skills.

Why risk your career by stumbling along, learning by trial and error? The skills and knowledge you need to succeed are only a two-day workshop away!

Day 1

Session 1

Leadership Fundamentals and Issues All New Managers Face

- ✓ Tips for turning chronic complainers into satisfied employees
- ✓ Tools for combating a variety of attitude problems
- ✓ The best approach for dealing with argumentative and combative people
- ✓ The secret to giving crystal clear directions that are understood the first time
- ✓ Active listening techniques that ensure you'll hear what's really being said
- ✓ Proven techniques for appearing calm and in control when you're feeling anything but
- ✓ Pointers for speaking more powerfully and confidently in meetings

Session 2

Communication Techniques Every Manager Should Know

- ✓ Tips for turning chronic complainers into satisfied employees
- ✓ Tools for combating a variety of attitude problems
- ✓ The best approach for dealing with argumentative and combative people
- ✓ The secret to giving crystal clear directions that are understood the first time
- ✓ Active listening techniques that ensure you'll hear what's really being said
- ✓ Proven techniques for appearing calm and in control when you're feeling anything but
- ✓ Pointers for speaking more powerfully and confidently in meetings

Day 2

Session 1

Managing Your Time, Priorities and Projects

- ✓ Tips for saving tons of time using email, text and voice mail
- ✓ Prioritizing techniques that save the day when everything on your desk is **urgent!**
- ✓ Why failing to delegate is a big, big mistake for managers

- ✓ A super time- and effort-saver: Learn how to say **no!** in a professional manner
- ✓ Guidelines for tracking projects so nothing falls through the cracks

Session 2

Building a Highly Motivated, High-Performance Team

- ✓ Giving feedback and boosting the morale of your team **!** whether on-site or virtual
- ✓ How to ignite enthusiasm and gain buy-in for accomplishing goals
- ✓ Recognizing the crucial role you play in driving your team's effectiveness
- ✓ Proven morale-boosters for employees nearing burnout
- ✓ Understanding the stages of team development
- ✓ Helping new employees hit the ground running and succeed in their new role
- ✓ Creative ideas for supervising and motivating remote employees
- ✓ How to project confidence that inspires your team during times of change or transition
- ✓ Turning around difficult employees and eliminating problem behaviors