

## Objectives

This workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

## Prerequisites

There are no prerequisites for this course.

## Duration

1 day

The topics covered on the course are,

### 1 Getting Started

- Icebreaker
- Ground rules
- The parking lot
- Workshop objectives
- Action plans and evaluation forms

### 2 Setting Expectations

- Defining the requirements
- Identifying Opportunities for Improvement & Growth
- Setting Verbal Expectations
- Putting Expectations in Writing

### 3 Setting Goals

- Understanding cascading Goals
- Setting SMART Goals
- Helping others set goals

### 4 Assigning Work

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

### 5 Degrees of Delegation

- Level One: Complete Supervision
- Level Two: Partial Supervision
- Level Three: Complete Independence

### 6 Implementing Delegation

- Deciding to Delegate
- To Whom Should You Delegate
- Providing Instructions
- Monitoring the Results
- Troubleshooting Delegation

### 7 Providing Feedback

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback

### 8 Managing Your Time

- The 80/20 rule
- Prioritizing With the Urgent-Important Matrix
- Using a Productivity Journal
- Using Routines to Simplify Your Workday

### 9 Resolving Conflict

- Using a Conflict Resolution Process
- Maintaining Fairness
- Seeking Help Within the Team
- Seeking Help Outside the Team

### 10 Tips for Special Situations

- What To Do If You've Been Promoted From Within The Team
- What To Do If You're Leading a Brand New Team
- What To Do If You're Taking on an Established Team

### 11 A Survival Guide for the new Supervisor

- Ask the Right Questions of the Right People
- Go to Gemba
- Keep Learning

### 12 Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations