
THE FIRST TIME SUPERVISOR

Overview

This two-day workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss—whether you are a team leader, a project manager or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

Learning Objectives

The participants will:

- Help clarify roles and responsibilities of the new job.
- Adjust to the new role with confidence and an assurance you can handle the position.
- Develop your communication skills in listening, asking questions and giving feedback.
- Develop a technique for making sure you give instructions that are clear and understood.
- Identify some techniques to deal with employee challenges.
- Recognize the importance of being visible and available to employees.
- Understand the importance of developing good relationships with employees and peers.

Outline

Day 1

- Pre-assignment
- Getting started as a new boss
 - Overcoming initial anxieties
 - Getting off to a good
 - Learning the ropes
- Establishing authority
 - Dealing with friends you now supervise
- Practical tips on handling your responsibilities
 - Know what is expected of you
 - Identifying priorities
 - Be available and visible
 - Identify out employee abilities
- The communication skills you need
 - Become a good observer
 - Learn to listen
 - Ask open questions
 - Document your day
 - Give clear
 - Know the difference between orders, requests and suggestions

Day 2

- Reconnect and feedback-30 minutes
- Dealing with employee concerns
 - Build trust with employees
 - Learning to say “no”
 - Resolving squabbles
 - Recognizing individual capabilities and contributions

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- How to work with others
 - Working with your boss
 - Working with your peers
 - Accept responsibility for your group
 - How to stand up for yourself
- Mistakes to avoid
 - Getting angry
 - Appearing to play favourites
 - Being too bossy
 - Getting on the wrong side of the union
 - Other mistakes
- Supervisory success
 - Establish a daily routine
 - Keep on learning
 - Lead by example
 - Deal with problems immediately
 - Be firm but fair
 - Ask for help when you need it
- Review, Action plan, Evaluation