

---

# 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

## THE FIRST TIME SUPERVISOR

---

- 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