



TRAINING RESOURCE CENTER

SUPERVISORY ACADEMY

Our Philosophy



Congratulations! You are the supervisor....the manager...the foreman...the lead...the boss.

You are no longer just the doer. You now have the responsibility to get things done by working through and with other people, without doing it all yourself. You are (or have been) embarking upon one of the greatest challenges (and transitions) you will ever make in your professional life. In short, you have been put in a leadership position.

You have a choice: will you choose to be “the boss” or will you accept the challenge of becoming a leader?

Dictionary.com defines boss in these ways:

Noun---

1. A person who employs or superintends workers; manager.
2. A politician who controls the party organization, as in a district
3. A person who make decisions, exercises authority, dominates, etc: *My grandfather was the boss in his family.*

Verb (used with object)—

1. To be master of or over; manager; direct; control
2. To order about, especially in an arrogant manner

Verb (used without object)—

1. To be boss.
2. To be too domineering and authoritative.

How many of you like to be “controlled,” “dominated”, “have authority exercised over you”, or “ordered about”?

Regardless of your title (supervisor, boss, superintendent, office manager, manager or lead), the purpose of this training is to teach about leadership. Leadership is **not** about controlling, dominating or exercising authority over others. Although the dictionary categorizes “leadership” as a noun, in our book it is a set of behaviors, actions and choices. It is not a position you have achieved, but is a responsibility you have been given and for which you have accepted. This “Supervisory Training” will encourage you to explore strategies and behaviors beyond the definition of “boss.”

“Nearly all men can stand adversity, but if you want to test a man’s character, give him power.”

- Abraham Lincoln





Course Design

This training is an interactive, facilitator-led process that requires active participation by the participants. You will have the opportunity to share your experiences as a supervisor/leader and will get to hear the perspective of the other participants.

It has been said that “adults don’t need to be taught so much as they need to be reminded “ (*unknown source*). As such, this course is designed with the knowledge that you, as adult learners, will have been exposed to some of the concepts we will be covering. However, if you are like most people, a periodic reminder about communication, interpersonal skills or motivation is not a bad thing... we all have a hard time implementing some of those concepts! The process of becoming more aware of how you interact with others and why that style is or is not effective is one of the key objectives of this training and is a foundational skill of becoming an effective supervisor and leader.

This training will be your opportunity to practice new skills and make them the new norm for your work as a supervisor. Research in psychology indicates it takes at least 66 days (two months at a minimum) for most people to make something a habit. What that means is that if you learn a new skill, it will take two months of practice for it to become a normal part of your behavior. This 12 week training will be your opportunity to learn new things and work with others to hold you accountable to practice and implement what you learn.

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Learning Objectives

This training will help you:

- Clarify the scope and nature of a supervisory position and learn some ways to deal with the challenges of the role
- Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization
- Develop an appreciation of the various strengths others bring to the table and your role in recognizing and developing the strengths of those on your team
- Understand the critical role of communication in being effective, motivating your team, giving feedback, and resolving conflict
- Acquire a basic understanding of leadership, team building, and motivation, and what part they play in effective supervision and leadership
- Learn strategies in planning and prioritizing effectively

Course Topics

- ◆ Supervisory Academy—Setting the Stage
- ◆ Human Relations Skills—Foundation for Leadership, Team Management and Preventing Conflict
- ◆ Communication Skills – Part 1 — Foundation for professionalism, working effectively with others.
- ◆ Communication Skills – Part 2 — The importance of good communication in the workplace.
- ◆ Navigating Conflict in the Workplace
- ◆ Coaching for Success and Performance Improvement
- ◆ Managing and Motivating People/ Managing Change
- ◆ Teamwork
- ◆ Generational Diversity
- ◆ Decision Making and Problem Solving
- ◆ Organization Skills & Planning, Time Management
- ◆ Cultural Diversity
- ◆ Delegation
- ◆ Putting It All Together/Wrap-Up