

Management and Supervision Program Summaries

Managing Performance & Developing People

In this three-day program managers learn to manage the performance of their work unit and develop the capabilities of those who report to them. Participants learn how to establish and communicate clear and measureable goals; create positive expectations that stimulate employee performance; establish a high-performance work environment; and conduct formal and informal performance reviews in a way that encourages people to accept responsibility for their own development. In addition, participants also learn how to deal with difficult issues such as failure to carry out assignments, meet performance objectives and work with others cooperatively.

Developing People

In this two-day seminar participants learn practical skills for maximizing the performance of their direct reports. They learn how to establish and communicate clear and measureable goals for each individual they supervise. Participants develop the ability to communicate positive expectations that stimulate employee performance. They also acquire the capability to conduct formal and informal reviews in a way that encourages people to accept responsibility for their own development. Finally, participants learn how to deal with difficult issues such as the failure to carry out assignments and meeting minimum standards of performance.

High Performance Coaching

It is critical for managers and supervisors to coach and provide effective feedback to the people who report to them. In this two-day program participants learn techniques and communication skills to coach and counsel people at work. Participants learn to develop and convey a clear sense of vision, mission and work unit goals. They also examine the impact motivational needs have on working relationships and work unit performance. Participants acquire the techniques that will help employees take greater responsibility for results. Finally, participants learn and practice a model for giving and receiving feedback. This model helps participants to conduct coaching and performance review sessions in a way that will enable subordinates to reach agreement on strengths and improvement opportunities and to plan how they will improve performance.

Selecting The Best

Hiring the wrong person is one of the most costly errors an organization can make. Yet, because hiring is only an occasional activity task for most managers and supervisors, few approach it in a systematic way, and the result is candidates who fail on the job or consistently under-perform. This two-day program establishes a structured process that will minimize poor hiring decisions. Participants learn how to prepare an ideal candidate profile, how to ask tough questions without fear of making legal errors, what to listen for in an interview, and how to quantify candidates' responses. Participants will also learn how to paint an accurate picture of the job so candidates understand what will be expected of them.

Keys to Effective Supervision

This three-day program enables participants to develop the essential skills of supervision in today's workplace. Participants learn what is involved in empowering people and develop their ability to enhance the value of each employee's contribution to the organization. The program enables participants to identify practices that promote employee commitment and learn ways to influence an employee's willingness and ability to take initiative.