



Supervision Series Curriculum

SUPERVISORY TRAINING

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Vital Learning's revised **Supervision Series** teaches your leaders how to bring teams together – to improve productivity—to focus on behavior and not attitudes – to deal with facts and not opinions – to create a climate of open communication.

Vital Learning has been at the forefront of leader/manager training for over 20 years. Millions of people have benefited from this training. Utilizing Behavior Modeling, participants see the new skills, practice the new skills, and most importantly, transfer the new skills to their work and apply them in their job.

All revised modules include Pre- and Post-Tests, Skill Practices, and most importantly, all modules can be Customized to your business. New videos in all new modules represent today's workplace environments and scenarios.

Prepare your team leaders today to deal with the challenges of tomorrow with Vital Learning's **Supervision Series**.

Delivery options available include: Classroom, Online, or CD-ROM. Please ask your sales representative for availability.

SERIES MODULES

ESSENTIAL SKILLS MODULES

Essential Skills of Leadership

Managers and team leaders will learn to:

1. *Maintain or Enhance Team Member Self-Esteem*

This is probably the single most important skill a manager or team leader can have. It is the ability to give orders, evaluate performance, correct work habits, deal with complaints, and resolve conflicts while supporting a team member's sense of self-respect and dignity.

2. *Focus on Behavior*

Problems on the job are solved more

effectively and less stressfully when managers and team leaders deal with what people do rather than with their attitudes or personal characteristics.

3. *Encourage Team Member Participation*

Involving team members in decision making, problem solving, and other non-routine, on-the-job activities is one of the manager's or team leader's key motivational tools.

Essential Skills of Communicating

Managers and team leaders will learn to:

1. *Create a Climate of Open Communication*

The bedrock of good communication is openness—the extent to which the organization and its people support the free exchange of open, honest communication. Openness contributes more to a positive communication climate than any other factor.

2. *Design Clear, Concise Messages*

Messages that are well-designed are clear and concise. Managers and team leaders need to organize their thoughts and speak to each team member's level of understanding.

3. *Manage Nonverbal Behaviors Effectively*

Voice tone, intonation, facial expressions, gestures, and posture are some of the nonverbal factors that managers and team leaders must understand and learn to use for effective communication.

4. *Listen to Communicate*

Effective communication cannot take place without effective listening, which includes the abilities to reflect, probe, support, and advise.



LEARNING

Take The Lead.

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INTERPERSONAL SKILLS MODULES

Assigning Tasks Effectively

This module takes the participants step-by-step through the effective procedures for assigning tasks effectively. It shows them how to form clear explanations, gain agreement, and confirm future plans and commitments with team members.

Coaching Job Skills

Upon completion of this module, the team leader will have the skills to conduct a successful meeting with a team member on how to perform a job, task or skill. The team leader will also learn how to distinguish between performance problems that require coaching and those that can best be handled by some other means.

Communicating with Your Manager

Most managers and team leaders realize the importance of upward communication, but few accept the responsibility for the quality and effectiveness of communicating with their own managers. Managers and team leaders will learn how to frame communication so that a desired result is achieved.

Dealing with Complaints

As the leaders on the front line, managers and team leaders are often the first to hear team member complaints. And though sometimes they may seem to be a barrage of whining, each complaint should be addressed and resolved. This module shows how to resolve simple complaints and identify the “hidden agendas” that so often underlie the chronic grievances.

Dealing with Conflicts

Whenever people work together, conflicts arise. They may be simple misunderstandings that your managers and team leaders can clear up. Or they may reveal subtle, but pervasive, morale problems that threaten to tear the delicate fabric of your organization. This module shows managers and team leaders how to explore a conflict and get to the heart of the problem to correct it before it's too late.

Delegating Effectively

This module gives valuable insights into and practice of the “Three W's” of effective delegation: *When* should team leaders delegate?; *Whom* should they delegate to?; and *What* explanation should they give to team members? Delegating Effectively also shows how to use delegation as a motivational tool.

Developing Performance Standards

Unless your managers and team leaders are successful in spelling out the organization's specific

goals, their team members are not going to know how to meet those objectives. This module shows trainees how to establish specific, measurable, attainable, result-oriented, and time-framed performance standards. It then illustrates the steps that gain team member agreement and commitment to those performance standards.

Improving Work Habits

Absenteeism . . . Repeated tardiness . . . Conduct . . . Dress code. If your team leaders are faced with these or other work habit issues, this module will show them how to improve these issues. Merely quoting company regulations to the noncompliant worker will not solve the problem. The truly effective team leader immediately addresses poor work habits in a supportive, nonthreatening way.

Performance Assessment

This module shows the way evaluation is done by the experts. First, relevant performance standards are established. Then, the team member's own performance evaluation is solicited. This accomplished, the stage is set for a summary evaluation that will be clear and credible to the team member.

Preparing for Change

As the link between management goals and the frontline labor force, the manager or team leader is the key to preparing for change. Dealing with the “comfort level” of team members and involving them in detailed discussions will facilitate their acceptance of new ways of doing things. This module shows managers and team leaders how to introduce change without inducing defensive reactions.

Using Positive Discipline

Using Positive Discipline may seem like a contradiction in terms, but it doesn't have to be. Managers and team leaders will be shown how to change unacceptable team member behavior without causing bruised and resentful egos.

Management Orientation, Reinforcement, and Support (MORS)

MORS is designed to show how the behavior modeling technique of the Supervision Series works and to teach specific motivational and participative management skills. As managers and team leaders are trained to encourage worker communication and participation in problem solving, mid- to senior-level management should be able to use similar skills to coach and to reinforce their team members.