# Core Skills of Supervision

## *Focus*:

Moving into the role of a supervisor can be one of the most challenging moments in an individual's career. The process involves learning many new skills and having to unlearn well-established habits. This session provides an opportunity to examine the roles of a supervisor. Participants are challenged to examine their strengths and areas of development as well as the core areas of focus that help supervisors succeed.

## *Audience*:

The audience for this course is new supervisors, individuals moving into a supervisory role, or experienced supervisors looking for a refresher.

## *Session Objectives:*

After completing this session, participants will be able to:

- Understand core supervisory responsibilities including performance management and employee motivation
- Use key supervisory skills of coaching and delivering performance feedback to develop operational excellence and build relationships
- Value differences in styles of thinking and behaving
- Use effective communication skills to relate to employees and achieve business results

## *Session Length:* 8 hours

## *Session Topics:*

- **Coaching your Employees:** The GROW Coaching Process is covered: Goal (identify it), Reality (assess it), Options (identify and select them), and Wrap-up (close discussion)
- **Enabling Change:** An examination of ways to facilitate and lead change.
- **Performance Management:** Includes self-assessment on the level of control you think you have regarding several performance factors.
- **Employee Motivation:** Herzberg's Model of Motivation is covered and job "satisfiers" and "dissatisfiers" are identified.
- **Developing your Emotional Intelligence:** The need for balanced development is reviewed: Functional Competence versus Process Competence.
- **Valuing Different Thinking Styles:** Hermann's Whole Brain Model is used to learn about various thinking types: Logical, Intuitive, Interpersonal, and Organized.
- **Communication and Listening:** Participants are introduced to the SBI Feedback Model: Situation (asses it), Behavior (identify what was observable), Impact (identify impact of other person's behavior)
- **Giving Performance Feedback:** Participants practice performance feedback using case studies/SBI Model.