



# Effective Supervisor Series

## Languages Offered:

- English  
 Spanish

## *Core Skills for the New or Seasoned Supervisor*

In this two-day series, five core skills are taught that are beneficial for the new or seasoned supervisor. A new supervisor or lead person especially needs interpersonal skills and the ability to get results with a team.

- **Core skill: Coaching to Improve Performance** - As leaders communicate expectations, some employees respond well. Others need an effective coach to help them understand the importance of producing outstanding results. Good coaches get to the heart of the matter and help employees change for the better.
- **Core skill: Dealing with a Difficult Employee** - Employees who are a special challenge take up more time, can be a headache, plus disrupt the rest of the workforce. You will learn how to handle situations skillfully and deal with individual personalities and problem behavior.
- **Core skills: Delegation and Training Employees** - A five-step process can be used whenever delegating an assignment to ensure that quality, quantity, and timeliness will result. In addition, effective training tools will be described as well as how to mentor employees.
- **Core skill: Improving Quality and Profitability** - Your organization's profitability is directly linked to the quality of your products or services. Supervisors will learn about the eight wastes and quality tools, including; Voice of the Customer, Process Improvement Teams, Problem Solving, Root Cause Analysis, Error Proofing, and more! Real-life examples and case studies will be used to practice the processes.
- **Core skill: Making Better Decisions** - In this session, leaders will review 15 causes of weak decision-making and learn a fact-based, simple to use a model that takes risk assessment and decision making to a higher level. Practice in using the decision-making model is included in the workshop.

### What trainees will learn:

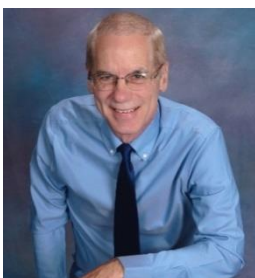
- Coaching to improve performance
- Dealing with a difficult employee
- Delegation and training employees
- Improving quality and profitability
- Making better decisions

### How this training will benefit your company and employees:

You will learn how to immediately address key issues, use emotional intelligence, make steady progress, and avoid costly mistakes. The result will be improved morale and getting back to focusing on your core product and services. Employers gain commitment from employees and see incredible turnarounds. In addition, customer satisfaction will increase as employees demonstrate competence, friendliness, and cooperativeness.

*This training can be conducted for 8 hours or more. Onsite training may be customized to meet your business needs.*

### **ABOUT MIKE BRADY**



Mike has experience in a multi-national corporation as Regional Training Manager. He established a Training and Consulting Company and conducted training with manufacturing, retail, service companies, and non-profits. His programs have resulted in increased sales and the implementation of quality systems. He has taught Management/ Supervisory Skills to over 300 leaders.