



Supervisory Skills

Languages Offered:

- English
 Spanish

Groom and Promote Leaders!

Supervisory Skills are often overlooked by both the Employer and Employee when evaluating and/or promoting a frontline worker into a leadership position, especially when it is their first time leading people. Often working as part of the team the day prior, but unfortunately without the knowledge of the new position, or a method in which to lead the same team the next day. The employer is less than impressed with the new role results, and the worker usually has no real idea of how to accomplish the new expectations. Usually 1 of 2 items occur; New Supervisor continues to do their old job and pick up the slack for the crew, or worse, isolate themselves from the team by treating them poorly and demand the work from them, sometimes believing they are only to direct not actually work anymore. Neither are successful and often the new leader is frustrated and just wishes to be a worker again.

What will trainees learn?

- Discuss and Learn what is an Organization is and how it functions.
- Discuss and Learn the role of a Leader, Manager, and Supervisor.
- Discuss and Learn the role of the Supervisor.
- Discuss the Transition and Pitfalls of entry level Management.
- Discuss Delegation, Follow-Up, and Control
- Discuss Goals, Objectives, and Evaluations
- Discuss Communication.
- Discuss Motivation.
- Discuss Progressive Discipline.

How will this training benefit your company and employees?

Labor is one of the most expensive line on the P&L, and in successful companies, one of the most respected and valued, however, in many companies, and/or organizations, the labor or workforce, is guided through the use of a Policy Handbook and left to fend for themselves on how to accomplish their tasks as well as deal with the shortcomings of dealing with Coworkers and Subordinates. Supervisor Skills are needed to provide real guidance on how to lead and manage an operation and the crew responsible for it, and best starting prior to advancement. In this fashion, it can be used as a grooming tool to enable the "Best of the Best" front line workers to prepare for and lead at a greater level prior to and immediately upon their promotion. In addition to the benefits of leading a crew more effectively, it also minimizes personnel conflicts and turnover due to frustration

This training can be conducted for 32-40 hours. Onsite training may be customized to meet your business needs.

ABOUT MARK HEDGES



Mr. Hedges has an extensive Military Construction/Operations and Civilian Business background and is an expert in: Leadership Skills, Business Strategies, Organizational Development, Coaching & Mentoring, Managing High Performance Operations, Team Building, Goal Setting, Communication Skills, Workforce Leadership and Basic Skills, in Construction, Logistics, Retail, Manufacturing, and Small Business.