Supervisory Management

Course Description

This course deals with practical issues and problems supervisors and managers face on a day to day basis. Designed as a workshop, we will collectively examine a variety of supervisory management challenges and explore various methods and techniques for handling them. The course is intended to address many questions you may have about supervising and managing employees, including managing conflict in the workplace, fostering teamwork, and motivating employees you supervise. And finally, in this course, you will do a fair amount of personal reflection and self-assessment of your supervisory management skills and get positive and constructive feedback from your professional peers which will help you to further develop your skills.

Learning Objectives

- Articulate your roles and responsibilities as a supervisor or manager.
- Assess and analyze your supervisory skills and describe your management style.
- Identify key concepts which will help you hire and retain top talent.
- Realign your approach to performance appraisals to make them more effective and relevant to your employees.
- Describe common myths and truths about conflict including the positive role of constructive conflict.
- Assess your own behavior in conflict situations and define five methods of dealing with conflict in the workplace.
- Explain the stages of conflict escalation and the communication skills needed to defuse them.
- Identify the characteristics of the difficult employee and explore techniques and methods for better managing their work performance.
- Understand what values must be applied and modeled by the supervisor to build teams that work together effectively and accomplish tasks.
- Understand causes for dissatisfaction in the workplace.
- Survey the principles and theories of motivation and develop your own model for how you will motivate your employees to excel in their work performance.
- Assess your leadership style and how you best influence and lead others.

Who Should Attend?

This course is designed for any housing employee who is charged with the supervision and/or performance management of one or more staff members, such as first line supervisors, program managers, and directors.