



SUPERVISORY MANAGEMENT

Course Description

This course explores the 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 discuss various methods for handling them effectively. The course will also address managing conflict in the workplace, fostering teamwork, and motivating employees. Through personal reflection and self-assessment, students will understand their individual management skills and get positive and constructive feedback from professional peers which will aid in the further development of supervisory skills.

Objectives

Upon completion of this course, participants should:

- Articulate individual roles and responsibilities as a supervisor or manager
- Analyze and assess supervisory skills and describe individual management style
- Describe common myths and truths about conflict and assess individual behavior in conflict situations with an understanding of the 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 personal leadership style and how to best influence and lead others

Who Should Attend?

Housing maintenance supervisors, housing development/rehabilitation managers, housing managers, housing directors or deputy directors, procurement staff, contract administrators, finance officers, and other interested housing staff. Housing Committee members and Housing Board members are also encouraged to attend.
