

## Leadership Skills for Supervisors: An Intensive

The purpose of the LS-S is to teach, apply and reinforce effective Supervisor and Front Line Leader skills for people in a leadership role who have limited authority and work directly with front line workers. This Intensive involves personal goal setting, classroom sessions with learning teams, coaching, a personal action and 10-week follow through plan to reinforce the learning over the next 90 days.

This Intensive spans seven weeks and is designed for seasoned supervisors to sharpen, reinforce and add new skills; new supervisors and high-potentials to shorten the learning curve toward excellence as a leader.

### Session 1: Leadership and Supervisory Skills

- Program Overview: Expectations and Outcomes
- Goal Setting, Behavior change
- The Supervisor Tool Kit
- First Coaching session

### Session 2: Interpersonal and Assertive Communication

- Building healthy work relationships
- Complete communication; input and feedback
- Assertive communication workshop

### Session 3: Creating a Positive Workplace

- Managing difficult people
- Optimism and encouragement skills
- 12 Actions Employees Want from Supervisors

### Session 4: Conflict Management and Resolution

- The Positive Conflict Resolution Process
- Communicating clearly through change
- Conflict Resolution Tool Kit

### Session 5: Motivation and Coaching

- Front line coaching skills
- Five Steps to Move a Person to Action
- Application/demonstration workshop

### Session 6: Stress, Time and Personal Management

- Reducing stress in the workplace
- Planning and organizing to maximize time
- Personal management and wellness

### Session 7: Training Adult Learners

- Adult Learning Principles
- Whole-Part-Whole Method
- Progressive demonstration

### Week 8: Final Coaching and Goal Setting Session

Classroom: Seven content sessions with progressive learning

Learning Teams: Peer support and accountability

Book review: Change the Culture, Change the Game – *Creating Accountability for Results*  
by Roger Connors and Tom Smith

Coaching: Two X One-on-one coaching sessions

Personal, targeted goal setting

Full access to instructor/coach by phone/email for Quick Event/Issues coaching.

Application: Personal Accountability Plan & 90 Day Roll Out Plan

10 X Weekly 3-5 minute follow up, reinforcement videos delivered by email (new and revised)