TRAINING

Maximizing Your Supervisory Potential™

Meeting the needs of the new global marketplace with a flexible, total-systems approach

Effective supervision has a profound positive impact on the supervisor, the employees, and the business, not to mention organizational strategy, customers, and the bottomline.

By developing skills related to supervising others and delegating, managers master the skills and strategies needed to be successful in their role. In this workshop, participants focus on learning three key hallmarks of supervisory success, and walk away with clear, sound delegation practices.

Module 1: The Hallmarks of Supervisory Success™ (4 hours)

In today's business environment, supervision represents one of the most important levers for achieving extraordinary organizational results. Whether you're a vice president or a first-line supervisor, you grapple with issues related to strategy, strive for high levels of customer satisfaction, and are responsible for real work and concrete deliverables. But, of all your tasks and areas of focus, it's your supervisory role that has the greatest impact on you, on your employees, and on the business.

In the past, organizations could identify the most competent "doer" of a task and promote him or her to a supervisory role. Often these new supervisors would be thrown into their role with little or no preparation or training. Organizations would expect them to learn what they needed to know purely by trial and error. Because of significant changes in the business environment, the actions of those in supervisory roles carry more importance than ever before. Preparation for this critical role can no longer be left to chance. Mastery of the fundamentals for success will help ensure a smooth transition for supervisors and employees alike.

The purpose of this module is to help participants develop strategies to effectively assume the important and challenging supervisory role.

Participants will learn to:

- Manage the transition to a supervisory role.
- Outline actions required to build credibility.
- Identify strategies to tap into the commitment of others.
- Create a clear connection between departmental and organizational goals to increase work group commitment.
- Plan for a conversation to build a constructive relationship with their own manager in order to gain managerial support.

Module 2: Delegating for Shared Success™ (4 hours)

No other responsibility distinguishes a supervisory role from others more than delegating tasks and projects. Delegation is the linchpin between employees, their leaders, and results. When poorly executed, delegation negatively impacts productivity and leaves employees feeling frustrated and set up for failure. On the other hand, when done well, delegation taps in to the full capability of others, building confidence and enhancing supervisor-employee relationships. With sound delegation practices in place, supervisors

can focus their attention on value-added activities like removing performance barriers, planning, and continuous improvement.

The purpose of this module is to help participants develop the planning, interpersonal, and follow-up skills critical for successful delegating.

Participants will learn to:

- Assess delegation challenges and skills to understand their own delegation style.
- Evaluate what work must be done alone versus what can/should be completed through others.
- Plan tasks to delegate and align the tasks with the appropriate staff.
- Conduct a delegation conversation that results in the employee understanding the task, how it fits into the big picture, and expectations.
- List follow-up actions that can be taken to ensure delegation success.

Please Note: The modules in the workshop are also available via elearning.

About AchieveGlobal

AchieveGlobal is the world leader in helping organizations translate business strategies into business results by developing the skills and performance of their people. We are a single resource for aligning employee performance with organizational strategy through training and consulting solutions in sales performance, customer service, leadership and teamwork.

With 75 offices in 43 countries—and programs and services in more than 40 languages and dialects—we can work with our customers virtually anywhere in the world. We welcome the opportunity to work with you, too.

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