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## Successful Supervision

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### INTRODUCTION

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Supervisors in business today need technical know-how and people expertise. By developing the leadership skills of your management team, your organization will be better equipped to achieve stated performance outcomes. To be effective, supervisors need to develop the ability to communicate, manage and resolve conflict and lead their teams through times of change.

Successful Supervision consists of the following:

- Three ½ day workshops; one workshop for each topic (Communication, Conflict, Change)
- Three 90 minute group follow up sessions (one per topic)
- Three individual coaching session for each participant, one per topic

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### Workshops

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#### **Communication- The Basics of Style**

A DiSC® based learning tool offered by Wiley Publishing, the Everything DiSC® Workplace Profile offers supervisors a way to develop communication strategies to accommodate differing styles and better understand the value each style brings to the workplace. Understanding different styles helps team members appreciate a diverse workforce, creating connections and mutual respect among people who are different. Supervisors develop skills and behavior that support the culture and standards of your company. This program includes an Everything DiSC® Workplace profile for each participant.

#### **Conflict- Self Defeating Habits of Otherwise Brilliant People®**

Through thousands of seemingly insignificant interactions, teams unknowingly create environments that are either cohesive or adversarial. In this workshop, the specific behaviors and their far-reaching consequences become stunningly clear. Participants will learn why negative assumptions pick up momentum and spread, how to short-circuit destructive disagreement, and eliminate unconscious behaviors that spark power struggles and mistrust.

#### **The Challenge of Change - 3 keys to staying calm when the world around you is falling apart**

It is natural for people to resist change. This training will help supervisors understand the change process, where their team members may get stopped and how to move people to acceptance. Participants will learn how personal responsibility and engagement in the process can effectively prepare for and manage the stress of change.