

SMART Training

Front-Line Management Series

Real-world supervisory solutions



*Ignite your supervisors with the
knowledge and skills to succeed.*

**Learning
Designs**
SMART Employee Performance Solutions

Promoting from Within

New supervisors require new skills

Organizations often promote from within, and newly appointed supervisors quickly discover that their management roles require a completely different set of skills.

The transition from “employee to supervisor” poses many challenges. New supervisors may be confronted with jealousy and resentment from former peers. They may have been “star” achievers in their previous positions, but soon realize they know little about monitoring, delegating and guiding the work of others.

As companies continue to down-size, supervisors find themselves wearing many hats and performing many job functions. In addition to their day-to-day responsibilities, they also must coach, delegate, motivate, and discipline.

Managing people—not just projects—is a talent that is developed and refined. Successful organizations empower their supervisors with the tools and skills to become effective leaders.

Our Front-Line Management Series enables supervisors to build productive relationships, gain trust, earn respect, and create a high-performance culture.



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10 Benefits

Our Front-Line Management Series teaches your supervisors to:

1. Communicate effectively
2. Provide focused instruction
3. Deliver constructive feedback
4. Avoid common mistakes
5. Adopt successful habits
6. Establish credibility
7. Resolve conflict
8. Motivate and mentor
9. Ignite enthusiasm
10. Maximize staff performance



Program Highlights

Continuous improvement is critical to your success

In today's global economy, organizations must rely on the expertise and decision-making ability of their "front-line" supervisors and managers.

Your company's ability to develop and continuously improve the skill sets of supervisors and their employees is a critical element of success.

We surveyed various manufacturing, energy and service industry companies to identify the "core" competencies required for supervisory and management positions. Based on our findings, we created the Front-Line Management Series focused on four primary areas of development:

- ✓ Personal Effectiveness
- ✓ Managing Performance
- ✓ Managing Resources
- ✓ Managing the Work Environment

Our Front-Line Management program provides your learners with the critical skills required to succeed in their supervisory roles.

We also offer customized Front-Line Management training programs designed to meet the unique needs of your organization.

Training builds confidence and avoids costly mistakes

Supervisors require training that builds their confidence, cultivates their strengths, and helps them avoid common mistakes:

- ✓ Overuse of power
- ✓ Failing to ask for feedback
- ✓ Delegating without giving authority
- ✓ Criticizing employees publicly
- ✓ Using a single management style for everyone
- ✓ Siding with team members who are friends
- ✓ Promoting an "us" versus "them" attitude

Front-Line Management Series

Personal Effectiveness (3 Days)

Good supervisors and managers have the skills to establish productive relationships and communicate effectively in a variety of situations. Modules include:

- ✓ Supervisor Roles and Responsibilities (Introduction)
- ✓ Personal Style (1/2 day)
- ✓ Interpersonal Communication (1 day)
- ✓ Conflict Resolution (1/2 day)
- ✓ Meeting/Presentation Skills (1 day)

Managing Performance (2 Days)

Effective supervisors know how to get things done through other people. They set clear goals for performance, monitor performance against goals, and provide feedback and coaching when needed. Modules include:

- ✓ Establishing Goals and Metrics (1/2 day)
- ✓ Coaching/Mentoring (1/2 day)
- ✓ Conducting Performance Reviews (1/2 day)
- ✓ Resolving Performance Problems (1/2 day)

Managing Resources (3 Days)

In addition to managing people, supervisors must manage tasks, time and money. This part of the series provides the skills required to keep projects running smoothly—on time and within budget.

- ✓ Basic Project Management (1 day)
- ✓ Time Management (1/2 day)
- ✓ Basic Financial Principles (1 day)
- ✓ Delegation (1/2 day)

Managing the Work Environment (3 Days)

The final core skill set of effective supervisors is managing the work environment. This module help supervisors and managers create and maintain a safe and productive work environment that respects the contributions of all employees.

- ✓ Discrimination and Harassment (1/2 day)
- ✓ Time Management (1/2 day)
- ✓ Workplace Violence (1 day)
- ✓ Delegation (1/2 day)

Assessment

Learning Designs offers three levels of evaluation with this program:

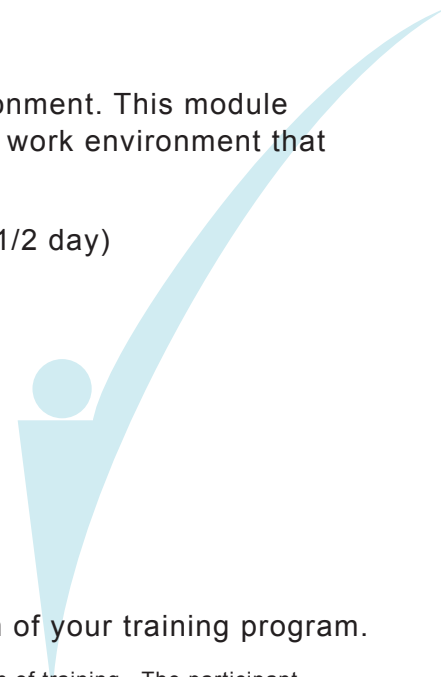
Level 1 - Measures customer (participant) satisfaction

Level 2 - Measures achievement of learning objectives (pre/post)

Level 3 - Measures transfer of learning to the job (360 degree feedback)*

Level 1 and 2 evaluations are standard and administered at the conclusion of your training program.

* The Level 3 evaluation is optional and conducted online approximately six months after completion of training. The participant—along with the participant's manager and three individuals who are supervised by the participant—provide feedback on the participant's performance in key program areas (personal effectiveness, managing performance, managing resources, and managing the work environment). Individual results are provided to participants; average results are provided to the organization.



LDI Solutions

“The SMART Approach”

Our products and services are, in one word, SMART – seamless, measurable, accountable, responsive, and technology-driven:

- ✓ **Seamless** because they easily integrate into your enterprise
- ✓ **Measurable** because they are designed to meet your performance objectives
- ✓ **Accountable** because the results align with your business goals and ROI
- ✓ **Responsive** because they are flexible and customizable
- ✓ **Technology-driven** because they leverage the most effective, innovative techniques and delivery systems

Engage Your Supervisors

Partner with a Respected Industry Leader

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Innovative Outlook

‘Return on Integration’

It's no secret that we are big proponents of measurable ROI, but not just in financial terms. At Learning Designs, we offer the highest ROI – Return on Integration – for your organization because our products and services:

- ✓ Promote continuous improvement through learning
- ✓ Engage and empower your employees
- ✓ Provide data that allows you to measure results
- ✓ Foster a knowledge-based culture
- ✓ Protect your investment in employees
- ✓ Position your company as an “employer of choice”

