

Management and Supervisory Series Program Highlights

Program Overview/Rationale

In today's global economy, many organizations must rely on the expertise and decision making ability of their "front-line" supervisors and managers. An organization's ability to develop and continuously improve the skill sets of those supervisors and managers is a critical element of success. LDI surveyed various manufacturing and service industry companies to identify the "core" competencies required for supervisory/management positions. Based on our findings, we created the Management/Supervisory Series which focuses on four primary areas of development:

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

Personal Effectiveness (3 days)

This element of the program provides supervisors/managers with core skills required to 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 in this program element include:

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

Managing Resources (3 days)

Supervisors also need to manage tasks, time, and money. This program element provides skills required to keep projects running smoothly – on time and within budget.

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

Managing the Work Environment (3 days)

The last core skill set of effective supervisors/managers is managing the work environment – creating and maintaining a safe and productive workplace that respects the contributions and rights of all employees.

- Discrimination and Harassment (1/2 day)
- Workplace Violence (1 day)
- Diversity (1/2 day)
- Change Management (1 day)

Assessment

Three levels of evaluation are offered 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 Level 2 evaluations are standard and administered at the conclusion of training. The Level 3 evaluation is optional and conducted online approximately six (6) months after completion of training. The participant, 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.

Note: The program can be customized to meet the needs of any organization.

MANAGEMENT *and* SUPERVISORY S E R I E S

Personal Effectiveness

(3 days)

- Supervisor Roles and Responsibilities
- Personal Style
- Interpersonal Communication
- Conflict Resolution
- Meeting/Presentation Skills

Managing Resources

(3 days)

- Basic Project Management
- Basic Financial Principles
- Time Management
- Delegation

Managing the Work Environment

(3 days)

- Discrimination and Harassment
- Workplace Violence
- Diversity
- Change Management

Managing Performance

(2 days)

- Establishing Goals and Metrics
- Conducting Performance Reviews
- Coaching/Mentoring
- Resolving Performance Problems