



# Supervisory Management Essentials Onsite Seminar



## Curriculum Overview

- completely customizable to Client needs

### Timing

Full-day seminar and so 400 minutes of learning (assuming 2 x 10min breaks and 1 hour lunch)

### Outline

Module	Title	Time
Module 1	Setting the Foundation	25 minutes
Module 2	Supervisory Management: Self-Assessment	60 minutes
Module 3	Adaptive Supervision	30 minutes
Module 4	Setting and Achieving Goals	70 minutes
Module 5	Four Dimensions of High-Performing Teams	45 minutes
Module 6	Five Essential Skills of Supervisors - Best Practices	60 minutes
Module 7	Managing through Conflict	60 minutes
Module 8	My Contribution	40 minutes
Module 9	Summary, Additional Resources and Evaluations	10 minutes



## Module Summaries

### Module 1 - Setting the Foundation (25 minutes)

**Objective:** Participants are welcomed into a conducive learning environment and are engaged by the credibility of Newleaf Training and Development and the facilitator's background. Participants are stirred to consider the results they get in this area of professional development come from their own behaviors which in turn come from their own perceptions.

Participants are reminded of the principles this program is based upon and are encouraged to consider how they yield better results when their perceptions and behaviors align with these principles. The objectives for the program are clarified and a learning framework is presented and agreed upon to help maximize the effectiveness and efficiency of the available time.

Lesson 1	Introductions	5 minutes
Lesson 2	Perception, Behavior and Results	10 minutes
Lesson 3	Objectives	5 minutes
Lesson 4	Learning Agreement	5 minutes

### Module 2 - Supervisory Management: Self-Assessment (60 minutes)

**Objective:** Participants will better understand themselves by completing a supervisory management self-assessment. The results of the assessment will help each person, better understand their strengths as a supervisory manager, and how they should consider adapting their style, to better influence others.

Lesson 1	Self-assessment: introduction and example	5 minutes
Lesson 2	Self-assessment: personal completion	12 minutes
Lesson 3	Self-assessment: partner debrief exercise	16 minutes
Lesson 4	Self-assessment: advisory teams exercise	24 minutes
Lesson 5	Self-assessment: large group debrief	3 minutes

### Module 3 - Adaptive Supervision (30 minutes)

**Objective:** Through an engaging exercise, participants will be able to identify when a certain style of supervisory management (i.e. autocratic, democratic or laissez-faire), may be necessary depending on the situation.

Lesson 1	What is adaptive supervision?	5 minutes
Lesson 2	Coin toss game - supervisory styles in action!	20 minutes
Lesson 3	Debrief learnings	5 minutes

### Module 4 - Setting and Achieving Goals (70 minutes)



**Objective:** Participants will discuss and apply best practices to identify, set, monitor and achieve goals with their direct reports, that drive organizational performance and optimize professional development. This module will include effective strategies of giving constructive feedback for sub-optimal performance.

Lesson 1	Best practice to achieve workplace goals	10 minutes
Lesson 2	Workplace goal setting – Role Play 1	12 minutes
Lesson 3	Workplace goal setting – Role Play 2	12 minutes
Lesson 4	Best Practice when providing feedback	12 minutes
Lesson 5	Performance improving feedback – Role Plays	20 minutes
Lesson 6	Lessons learned – large group debrief	4 minutes

### **Module 5 - Four Dimensions of High-Performing Teams (45 minutes)**

**Objective:** Participants will understand the four dimensions of high-performing teams and will self-assess the performance of their team against each dimension. This module includes an opportunity to receive advice from each other to sustain and if necessary, improve performance.

Lesson 1	The Four Dimensions of High-Performing Teams	5 minutes
Lesson 2	Self-Assessment	5 minutes
Lesson 3	Peer Groups	30 minutes
Lesson 4	Common themes	5 minutes

### **Module 6 - Five Essential Skills of Supervisors - Best Practices (60 minutes)**

**Objective:** Participants will share their best practices across five essential skills as a supervisor: time management, interviewing skills, project management, managing meetings and presentation skills.

Lesson 1	Five Essential Skills of Supervisors	5 minutes
Lesson 2	Sharing Best Practices	25 minutes
Lesson 3	Debriefing Best Practices	30 minutes



## Module 7 - Managing through Conflict (60 minutes)

Objective: This module will help supervisory managers better manage conflict whether it is with customers, colleagues or vendors. The module will remind participants that a third alternative may exist, which neither party would have come up with had they not effectively collaborated throughout the conflict.

Lesson 1	Why do we have conflict between people?	5 minutes
Lesson 2	P.C. Cooper - Conflict Case Study	30 minutes
Lesson 3	Conflict Resolution Model - Theory	5 minutes
Lesson 4	Conflict Resolution Model - Application	20 minutes

## Module 8 - My Contribution (40 minutes)

Objective: Participants will consider the contribution they plan to make moving forward as an effective supervisory manager to engage the hearts and minds of their direct reports and maximize organizational results.

Lesson 1	The Benefits of a Contribution Statement	5 minutes
Lesson 2	Contribution Video	5 minutes
Lesson 3	My Contribution exercise	25 minutes
Lesson 4	Implementing a Contribution Statement	5 minutes

## Module 9 - Summary, Additional Resources and Evaluations (10 minutes)

Objective: The learning is summarized and additional resources are recommended to the Participants, who share key learnings and evaluate the practical benefits of the seminar.

Lesson 1	Summary and Additional Resources	5 minutes
Lesson 2	Evaluations	5 minutes

