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## The ABC's of Supervising Others

This workshop is for those people who are new supervisors or who are interested in a supervisory position, as well as those who are lead hands or part-time supervisors without a great deal of authority.

This workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

- ✓ Making the Transition
  - How Will My Role Change?
  - Questions Supervisors Have
- ✓ Responsibilities of a Supervisor
- ✓ Setting Goals
- ✓ Planning
  - How Can Planning Help Me?
  - The Six Steps to Planning
  - The Next Steps
  - Types of Tasks
- ✓ Communication
  - The Communication Funnel
  - Listening
  - Asking Questions
  - Probing
  - Paraphrasing
  - Non-Verbal Messages



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- ✓ Giving Feedback
- ✓ Ask for What You Want
- ✓ Providing Instruction
- ✓ Orders, Requests, and Suggestions
- ✓ Managing Conflict
  - The Conflict Resolution Process
  - Seven Steps to Ironing Things Out
- ✓ Dealing with Difficult Employees
  - The Hostile Employee
  - The Chronic Complainer
  - The Lazy Employee
  - The Over-Dependent Employee
- ✓ Dealing with Others
- ✓ The Reciprocal Quality of Relationships
  - The People Network
  - The Negative Spiral