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11301 US Highway 301  
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## The Professional Supervisor

With a host of new challenges and responsibilities to tackle, new supervisors need training like never before. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This workshop can help you overcome many of the supervisory problems a new “boss” may encounter.

- ✓ Adjusting to Your Role
  - The Average Supervisor
  - Then and Now
  - Making the Transition
- ✓ A Supervisor’s Responsibilities
- ✓ Planning and Prioritizing
- ✓ Setting Goals
- ✓ Leadership
  - What is Leadership?
  - Brief History of Leadership Studies
  - The Leadership Formula
  - Direction and Support
  - The Situational Leadership Model
- ✓ Feedback
- ✓ Dealing with Problem Employees
- ✓ Synergy
- ✓ Trust
- ✓ Team Development
  - The Four Stages of Teams



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- Team Problem-Solving
- Team Leadership
- ✓ Communication
  - Barriers to Good Communication
  - Active Listening
  - Asking Questions
  - The Communication Funnel
- ✓ Motivation
  - The Carrot, the Whip, and the Plant
  - A Supervisor's Checklist
- ✓ Orientation
- ✓ Training
- ✓ Feedback
- ✓ Delegation
- ✓ Conflict
  - When to Get Involved and How to Resolve Conflict
  - The Problem Solving Process
  - The New Truck
- ✓ Discipline