



CRITICAL SKILLS FOR SUCCESSFUL SUPERVISORS – LIVE IN PERSON

Ways to Register

PSbyM.com | Solutions@Milliken.com

COURSE DETAILS

Supervisors are often promoted due to being high performers but do not receive enough training to prepare them to be successful in these new leadership roles. Supervisors often feel overwhelmed at the idea of moving from an individual contributor role to a people- or department-manager. Managing associates requires a unique skillset that must be nurtured and coached. Not providing the right training and tools for new supervisors can significantly impact the teams they lead.

Successful supervisors need to communicate, coach, and problem-solve effectively. These soft skills are the most overlooked yet probably the most critical. They provide tactical abilities for running meetings effectively, resolving conflicts, and giving and receiving feedback.

Over the course of two days, this training will give supervisors the tools and tactics they need to succeed in their new role through education, interactive discussion and activities. Participants will leave this training feeling confident and prepared to meet and exceed their performance expectations.

THIS COURSE WILL COVER 5 MAIN TOPICS

1. Supervisors' role within an organization
2. Effective coaching skills
3. Giving and receiving actionable feedback
4. Data analysis and tools
5. Delegation and conflict management

YOUR TRAINERS

This class will be taught by Performance Solutions by Milliken Advanced Practitioners who average 20+ years of experience in leadership coaching and development, change management, continuous skills development, plant communications, and leading teams.

DAY 1

Your Role as a Supervisor: Understanding Your Role as a Supervisor - Keys to Success and Challenges, Critical Components of being a Supervisor, Creating a Safe Work Environment

Leadership Challenge: Skills and Capabilities of Leaders, Characteristics of a Leader, Developing Your Plan to Improve as a Leader

Coaching: Why Coaching Works in Business, coaching Model, how coaching can be used to build competency

Feedback: Why feedback is important, appreciative and constructive feedback, tools for providing and asking for feedback

Recognition: How motivation works, critical points of motivation

DAY 2

Data Analysis and Problem Solving: Introduction to charting, pareto, measle map, problem solving tools, and DMAIC

Review and Response: Critical conversations that need to take place to know if your team is winning, and line level, shift handoff, daily meeting with leadership

Delegation and Conflict Resolution: Assigning vs delegation, delegating effectively, handling conflict

Auditing and Accountability: Using the audit to engage employees and verify process standard, learning and applying the 4C's of auditing

Leader Standard Work: What is leader standard work and how can it help supervisors succeed, guidelines for developing leader standard work, examples of leader standard work

5 REASONS TO REGISTER YOUR SUPERVISORS

They'll learn effective strategies to:

1. Develop skills and knowledge needed to make their team more productive
2. Align roles and responsibilities to best support the organization
3. Build confidence in their leadership abilities
4. Train, coach and develop associates on their team
5. Facilitate problem-solving and process improvement methods

Who Should Attend

- Newly promoted Supervisors
- Supervisors who have been in role but haven't received training
- Supervisors who want to advance their skills and become more effective in their role
- Manufacturing, Retail, Health Care, or Warehouse/Distribution Centers



Comprehensive Workshop for Supervisors

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REGISTRATION PRICING

Registration Price per Attendee:

\$999.00



PAYMENT AND CANCELLATION POLICY: 100% of your payment must be received prior to the training start date. Registrations may be transferred to another colleague without charge.

Your Registration Includes

Tuition, workbook, and materials. The workbook will be sent prior to the training. Please feel free to print the workbook and make notes during the training.