

90 Days to Success

Making the jump from individual contributor to supervisor is one of the toughest career challenges an employee can face. It requires a new mindset and new skills. New supervisors no longer focus only on their personal workload – they need to know how to lead their teams to maximum productivity.

90 Days to Success is a rigorous program designed to teach the skills a new supervisor needs to be successful. A combination of classroom training, computer-based instruction, on-the-job assignments and coaching, the course is a comprehensive approach to teaching the skills an employee needs to be an effective supervisor. Our goal is to help new supervisors master the required skills right away and avoid months of trial and error, mistakes, missed opportunities and possible career derailment.

Day One – *Your Organizational and Leadership Role as a Supervisor*

- ◆ Leadership expectations of you as a Supervisor
- ◆ Your team's expectations
- ◆ Role and responsibilities
- ◆ Establishing and aligning goals and objectives
- ◆ Your biggest transitional challenges
- ◆ Styles of leadership
- ◆ Opportunities for short and long range team improvement
- ◆ Post Work – goal alignment meeting with your supervisor

Day Two – *Communication and Your Personal Style*

- ◆ Communication models and assumptions
- ◆ Your communication style
- ◆ Recognizing the styles of others
- ◆ Listening skills
- ◆ The power of non-verbal communication
- ◆ Communicating with your manager
- ◆ The importance of communication flexibility
- ◆ Pre-Work for Day 3 – Coaching worksheet and project identification

Day Three – *Coaching and Managing Performance*

- ◆ The definition of coaching
- ◆ Identifying coaching 'targets'
- ◆ The Coaching 'continuum'
- ◆ Assessing coaching needs
- ◆ Conducting coaching conversations
- ◆ Progressive discipline and documentation
- ◆ Formal coaching strategies
- ◆ Post-Work – Develop a coaching plan
- ◆ Pre-work for Day 4 – Reading on performance appraisals

Day Four (a.m.) – Coaching and Managing Performance

- ◆ Discussion of coaching plans
- ◆ Performance appraisals as formal coaching tools
- ◆ Tips and techniques for preparing, writing and conducting appraisals
- ◆ Setting Better Performance Goals

Day Four (p.m.) -- Dealing with Trouble

- ◆ Defusing negative behavior
- ◆ Recognizing the sources of conflict and the Conflict Cycle
- ◆ The 'Management of Differences' Inventory
- ◆ Seven Step Conflict Resolution Process
- ◆ Post-work – Identify possible problem performance to discuss on Day 5

Day Five – Problem Solving, Decision Making, Conducting Meetings, Change

- ◆ The Five Steps to solving problems – DMAIC model
- ◆ Decision Making strategies
- ◆ Preparing for productive and effective meetings
- ◆ Facilitating effective meetings
- ◆ Communicating change initiatives
- ◆ Creating commitment to change

Day Six – Behavioral Interviewing, Personal Productivity and Project Planning

- ◆ The Behavioral Interviewing Process
- ◆ Writing Effective Interview Questions
- ◆ Conducting a Professional and Productive Interview
- ◆ Personal Productivity Principles
- ◆ Identifying Time Challenges
- ◆ Effectively utilizing Delegation
- ◆ Managing Inboxes – real and electronic
- ◆ Organizing Your Actions and Your Workspace
- ◆ Introduction to Project Planning

E-Training

- ◆ Supervisor and Manager Sexual Harassment Awareness
- ◆ Principles of Financial Management
- ◆ Workplace Diversity Awareness
- ◆ Pursuing Successful Lifelong Learning
- ◆ Improving Your Image

Course selection can be customized for onsite programs.

Coaching -- Each participant receives 2 hours of one-on-one individual coaching.