

# Supervisory Basics™ + New Manager's Survival Kit



**Do you need more capable front-line supervisors, but are challenged with current economic constraints?**

**THE SUPERVISORY BASICS SERIES** is based on extensive analysis of the competencies required of transitioning individual contributors and seasoned, but untrained, supervisors. Transitioning from individual contributor to supervisor is one of the most difficult & critical transitions. This series provides the knowledge, tools, and skills to immediately establish a leadership role and helps participants understand how to avoid the typical traps of new supervisors and managers. The series consists of 12 individual sessions, delivered in leader-led or eLearning formats. Participants will learn to:

- build credibility
- establish legitimate position power
- earn personal power
- “manage up”
- understand legal basics
- conduct purposeful workplace discussions
- handle difficult situations
- manage performance
- establish expectations and accountability

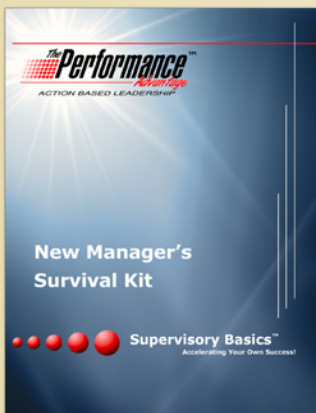
## Results

Research by the Leadership Development Roundtable of 50,000 employees indicates that your front-line supervisors can improve:

- performance of his or her employees by 25%
- engagement by 52%
- retention by 40%

## Course Delivery Options

- eLearning
- Print-based with Facilitator Guide and PowerPoint® Slides



## All Supervisory Basics Participants receive the New Manager's Survival Kit™

The kit provides each participant a manual and a CD with the tools to take the guesswork out of building the critical path to success. It condenses volumes of books on management into:

- 1 Timelines—enter starting date into the automated form to personalize an annual step-by-step leadership development plan.
- 2 Easy to use worksheets with question prompts.
- 3 A self-assessment tool.
- 4 Preparation sheets to help get exactly the help needed during coaching sessions.
- 5 A PowerPoint® template for the first staff meeting.

*People do leave managers...not organizations.  
Are yours prepared to lead?*

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## WORKSHOP 1: Define Yourself – Or Others Will!

This first session provides a framework for starting out in a new supervisory or management position. Learning how to balance the competing interests of people and departments/workgroups requires you to have a command of facts and information to make effective decisions and take appropriate action. Beginning with caution at first to ensure you have all the data you need is critical in making the right impression.

## WORKSHOP 2: The Customer Is the Business

To ensure performance management excellence, supervisors must possess business acumen—an understanding of how a business creates value and makes money. Nothing is as critical as creating long-term customer value and ensuring that the impact on customers is not overlooked. This session provides insights on how to incorporate the customer's point of view into performance results

## WORKSHOP 3: Leader vs. Independent Contributor

There are 4 basic performance management principles that will come into play routinely throughout the career of a supervisor or manager. Coming to grips with these principles and learning how to effectively execute practices grounded on these principles dramatically increases effectiveness and success. This session introduces participants to these 4 universal principles and offers a framework for managing the performance of others.

## WORKSHOP 4: Working With Your Boss

When managing the performance of others you enter un-charted waters. Developing a good relationship with your boss and using your boss effectively can eliminate many obstacles in your growth as a supervisor or manager. Your boss is the person with the greatest control over your future as a supervisor or manager. How you manage the relationship will have a critical impact on your success.

## WORKSHOP 5: The Law: Compliance Basics

Perhaps nothing can cause a supervisor or manager as much difficulty as ignorance of applicable labor laws. A clear understanding of the rights of employees is not just important—it is essential knowledge. Legal concerns can and will vary by organization, location, and state or province or country. This session includes common topics that apply to most organizations and will provide the participant with assistance that can make them much more effective.

## WORKSHOP 6: Performance Review Skills

An important new responsibility when you manage the performance of others is to provide input into the organization's formal or informal performance review process. Developing specific skills that provide fair and just performance review is an important undertaking for new supervisors or managers. This session provides a skill-based overview of the three critical elements in performance review.

## WORKSHOP 7: Handling Difficult Situations

Not all situations that come before the new supervisor or manager will be easy to deal with. A main responsibility and obligation in a supervisory or managerial capacity is to address, and many times, confront difficult and uncomfortable issues. This session provides some skills for handling a variety of difficult situations that supervisors or managers will face.

## WORKSHOP 8: Handling Performance Problems

Not all direct reports perform satisfactorily. Performance problem situations are a supervisor or manager's *defining moments*. The way these defining moments are dealt with can either trap you in a cycle of limitations, decreasing the quality of your work life, or enable you to manage performance effectively. This session provides a skill-based model for confronting and addressing performance problem situations.

## WORKSHOP 9: Difficult Direct Reports

Often, supervisors and managers must deal with direct reports—or others who deliberately make life difficult. Failure to develop the skills necessary for handling these unwelcome situations undermines credibility and effectiveness. No matter what the issue you must make effective and quick interventions when necessary. This session provides skills for those interventions.

## WORKSHOP 10: Your Influence Potential

Leadership is the process of influence. Social power is a person's influence potential—it is the resource that enables a person to induce compliance, or gain commitment from others. Understanding how to build effective power bases and the appropriate use of those power bases is a critical skill for effective supervision and management. The appropriate use of social power by managers and supervisors establishes their character and integrity. This session provides key lessons in the development of appropriate social power in organizational settings.

## WORKSHOP 11: Coaching Style Flexibility

Among the many responsibilities required to effectively manage others, coaching is at the top of the list. A leader must recognize the performance needs of the direct reports and give them the confidence that they can accomplish their task responsibilities through their own efforts. This session provides a skill-based framework for coaching performance — with an emphasis on flexibility and diagnosis.

## WORKSHOP 12: Initiative and Delegation

The two resources supervisors and managers have for managing the performance of others is—*time and influence*. Like any resource that you invest—you want the highest return possible. This means spending your time—this finite resource—wisely. Not leveraging your time means losing your influence. In this session you will learn skills for creating initiative, preventing upward delegation and effectively delegating appropriate tasks.