

Supervisory Skills

Part I

Objective

Supervisory Skills 1 focuses on building the fundamental skills that all leaders need to be successful. The DiSC Assessment allows participants to understand their own style of leadership and how to lead others more effectively. Listening and Questioning Skills and Coaching and Feedback allow leaders to encourage growth and to bring out the best with each employee. In today's work climate of high performance, multi-tasking, and more expectations, Handling and Leading Change are imperative to success.

1. DiSC ASSESSMENT STYLES (3.5 hours)

- What it means to be a great coach/supervisor/leader
- 3 elements of personal effectiveness
- DiSC Assessment overview/DiSC Styles (video)
- Behavior of each style - the positives, and over extensions
- Activities

2. LISTENING & COMMUNICATIONS (3.5 hours)

- Communication noise
- Power of body language
- Listening techniques (activities)
- Questioning techniques (activities)

3. COACHING & FEEDBACK (3.5 hours)

- Why don't employees reach their full potential
- LBs and NTs feedback activity
- Tips for becoming a "One Minute Manager"
- Steps for giving feedback (activities)
- Coaching Do's and Don'ts/Power of Praise (activities)

4. HANDLING & LEADING (3.5 hours)

- How each DiSC Style reacts to change
- 4 Levels of Change
- Change activity
- Helping others through change

Materials

- Full Color Workbook
- DiSC Assessment
- Change Article
- Action/Note Handout
- Certificate

Additional Resources

- Toys
- Music
- Candy Jar
- Markers
- Colored Pens & Pencils

Reinforcement

- Activation Activates
- Tips & Tricks
- Action Planner
- Highly Interactive

