

Supervisory Skills

Part II

Objective

(3.5 Hours)

Supervisory Skills 2 is a wonderful follow up and reinforcement to Supervisory Skills 1. All new material builds upon, and continues to create leadership that focuses in on feedback and performance appraisals. This session ends with a highly interactive and effective session on how to create and lead effective teams.

1. DiSC ASSESSMENT REVIEW

- Review of DiSC Styles
- Quick DiSC Card Activity
- 3 Elements of Personal Effectiveness
- SOS-understanding self, others and situations

2. HANDLING STRESS & CONFLICT

- What causes stress (DiSC Style)
- Behavior under stress
- 4 areas that cause conflict/stress in the workplace (activity)
- 5-Step method of Conflict Resolution

3. PERFORMANCE APPRAISALS

- Effective performance appraisals
- Performance journals/tracking
- Preparing for performance appraisals
- Creating action plans
- How to conduct a highly effective performance appraisal

4. WORKING IN TEAMS

- Pros and cons of working in teams
- 5 Functions of a team (activity)
- Trust-Effective Confrontation-Creating commitment -
Holding people accountable -Attention to details and results
- Characteristics of highly effective teams
- Effective team leadership

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

