

SUPERVISOR

You want your team to be best they can be, collectively and individually, your boss expects high performance, and the environment is continually changing. How do you make this happen? This Supervisor training, application, coaching, and certification helps you lead, develop, support your people, manage, and improve process performance!

Supervisor
Gain proficiency in effectively and efficiently leading your work team to high performance

- Organization Benefits:** Better organizational performance through work teams that achieve goals faster, easier, and with better results; Continual return on your training and certification investment
- Team Benefits:** Increased capacity of individuals and the work team to achieve more; engagement, ownership, and pride; work process performance that continually improves and beyond what is thought possible
- Personal Benefits:** Professional skill development; more knowledge, skills, abilities, & confidence that are valuable to you, your team, and the organization

Framework:

Training: 60 hours of classroom training (tell, show, do, recycle framework; with practice)

A pre-training review is conducted to ensure the supervisor and supervisor's leader understand content, establish expectations for use and the role of the leader in mentoring. The training is structured in modules to minimize disruption to production. With the availability of external coaching by Continual Impact, and the mentoring of their leader, an improvement project is completed and shared with other supervisors and organization leadership.



Application: Classroom and a personal improvement project

Coaching: Personal, routine coaching & help provided by Continual Impact during training and application

Certification: Based on training, project results and documentation, and 4-way evaluation (coach, leader, self, team)

Who Should Participate: Anyone who observes and directs the work of others (mentors, work supervisors) in administration and operation environments; new supervisors and existing ones eager to learn more

Knowledge and Skills Gained:

- Coaching and mentoring others to higher performance
- Ability to help and support use of data and measures for problem solving
- Ability to engage and involve everyone
- Increased understanding and use of continual improvement, lean, six sigma, change concepts, and problem-solving methods with >25 applicable templates

- ✓ ***Your job is not easy!***
- ✓ ***In many ways it is different than the past; change is everywhere***
- ✓ ***Just like the technical areas, there are knowledge and skills that can help!***

Module 1: Preliminaries & Foundations	Module 2: Managing Performance	Module 3: Developing Team Members	Module 4: Improving Processes	Module 5: Supervisor in Action
<ul style="list-style-type: none"> ▪ Build foundational skills, a model of team performance and role of supervisor ▪ "Working with Others" communication skills ▪ Team and Supervisor Role profile creation ▪ Setting goals and measuring performance ▪ Model for team performance and gap identification ▪ The elements of high performance 	<ul style="list-style-type: none"> ▪ Achieve results through people ▪ The importance and potential of people ▪ Motivating and building good relations ▪ Problem solving job performance issues ▪ Providing feedback and dealing with issues requiring management action 	<ul style="list-style-type: none"> ▪ Help others perform the job correctly and become productive as quickly as possible ▪ Build a work process and gathering practical process knowledge ▪ Create effective Standardized Work ▪ How to provide effective training using adult education principles 	<ul style="list-style-type: none"> ▪ Help the team produce greater quantities of quality services/products in less time by improving the way jobs are performed ▪ Seeing wastes in processes ▪ Process for improvement ▪ Problem solving ▪ Managing actions and improvement projects 	<ul style="list-style-type: none"> ▪ Supervisors share applications of training modules, project and lessons learned ▪ Development plan is established to continue learning using practice and coaching

