

You want your team to be best they can be, collectively and individually and your boss expects high performance. How do you make this happen? Throughout this course, you will learn and practice foundational supervisor skills, how to develop and support your employees, how to manage performance, and as a team continually improve.

Course Goal:

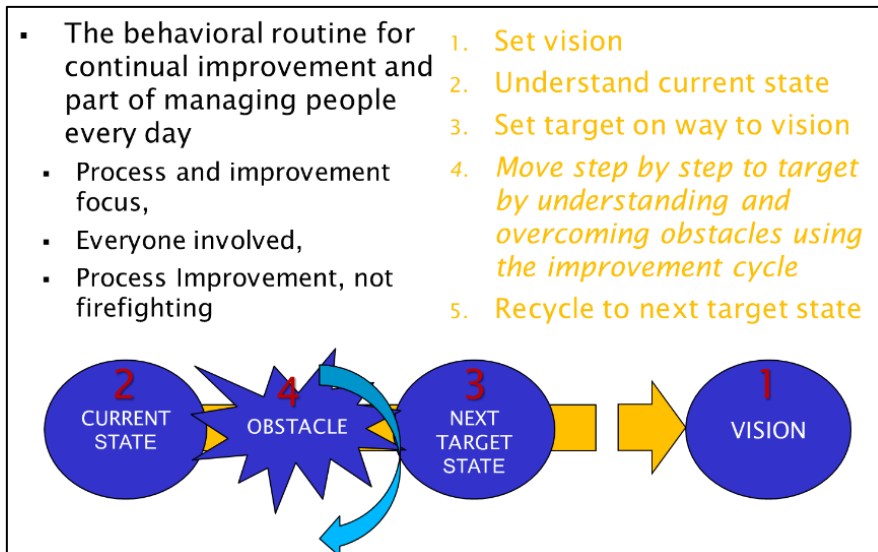
To develop additional supervisor knowledge and skills to **a) lead people, b) develop people and c) manage and improve processes** in a manner consistent with the quest to create a high performing organization.

Benefits:

- Increase personal capacity of individuals and teams you direct and yourself as a leader
- Organization and process performance improves beyond what is thought possible
- Improved skills to help, coach, support problem solving, and improve morale
- Daily decision-making that creates success for all stakeholders

- 1) *Your job is not easy*
- 2) *In many ways it is different than the past*
- 3) *It is changing constantly*
- 4) *Just like the technical areas, there is knowledge and there are skills that can help!*

Note: This course is not about the technical knowledge of your job.



Time frame:

- 56 hours (tell, show, do, recycle framework; with simulation/role play/application)
- Up to 10 hours of additional one-on-one coaching

Who Should Participate?

Anyone who observes and directs the work of others

- Mentors
- 1st line supervisors

Agenda:

Module	Content
Module 1: Supervisor Foundations	<p>Identify model of team performance, the role of the supervisor in creating and building foundational skills</p> <ul style="list-style-type: none"> ▪ Creating open communications. ▪ Setting effective goals and measure performance. ▪ A model of team performance and looking for key improvement areas in your organization. ▪ Building a role profile for a Supervisor in helping to create high performing teams.
Module 2: Managing Performance	<p>Help supervisors achieve results through people</p> <ul style="list-style-type: none"> ▪ Understanding the importance and potential of people, motivating factors, and the foundations of good relations. ▪ Problem solving job performance issues and practice. ▪ Dealing with issues requiring management action. ▪ Organization specific processes: Hiring and Interviewing, Understanding the Performance Appraisal System (reviews, one-on-ones, promotions)
Module 3: Improving Processes	<p>Help the team produce greater quantities of quality services/products in less time by making the best use of people, equipment, and materials; Improve the way jobs are performed incrementally and on a daily basis</p> <ul style="list-style-type: none"> ▪ Improving processes and applying the improvement cycle. ▪ Effectively managing projects.
Module 4: Developing & Teaching Employees	<p>Help supervisors help others perform job correctly and become productive as quickly as possible</p> <ul style="list-style-type: none"> ▪ Building a work process and gathering practical knowledge about the process. ▪ Understanding the importance and role of Standardized Work. ▪ Understanding the principles and steps of effective teaching.
Module 5: Supervisor in Action	<p>Supervisors share applications of modules, lessons learned and personal gaps to continue learning</p> <ul style="list-style-type: none"> ▪ Practice / Coaching / Learning

Recommended Next Steps:

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- Look for waste in your role and try to eliminate it
 - Sponsor improvement project teams
 - Identify opportunities to improve
 - Challenge the amount of results that can be achieved
 - Coach your people in a manner consistent with high performing improvement cultures
 - Learn more about your role (reading, training, conferences)
 - Contact Us:
Continual Impact LLC
1-877-252-5804
www.continualimpact.com

The Leadership Challenge...

- Adopt a set of values that aims to maximize the full capacity or potential of its People?
- Use daily decision-making that creates success for all stakeholders rather than short-term cost reduction at the expense of its people?
- Assume the accountability to create an environment that
 - shares power? (*i.e. "power-with" rather than "power-over" people*)
 - is non-judgmental and learns continuously?
- Personally adopt the humility of the learner to become knowledgeable in the principles, tools and techniques of improvement?
- Publicly support and participate?
- Put the organization's good above their own? (*intrinsically rather than extrinsically motivated*)
- Challenge systems, measures and rewards that are inconsistent with the model of transformation?
- Transfer these values between generations?