

SUPERVISORY DEVELOPMENT



Communication

- ❖ Conflict Resolution: Conflict in the workplace is inevitable. Resolving conflict in a positive manner can lead to a more productive and effective work environment. Learn the different styles of conflict resolution and when it is most effective to use each of the styles.
- ❖ Dealing with Difficult People: Participant will learn about the Top-Ten most Un-wanted personality styles and how to deal with them effectively.
- ❖ Difficult Discussions: People use predictable maneuvers to circumvent or avoid the issue during difficult discussions. Participant will learn the conflict maneuvers and how to keep the conversations on track
- ❖ Managing the Rumor Mill

Performance Management

- ❖ Setting Measureable Goals for Peak Performance
- ❖ Conducting the Performance Evaluation Meeting: Come to this training and enhance your ability to have candid conversations with your staff about their performance. Learn how to keep your staff informed about your expectations and at the same time increased your team's effectiveness. This training will also provide an opportunity to identify and improve the personal challenges you feel you have as it relates to conducting performance evaluations

Personnel Selection

- ❖ Behavior-Based Interviewing: The best predictor of future behavior is past behavior. Learn how to determine which candidates have exhibited the type of work behavior that will drive success in your organization

Coaching & Corrective Counseling

- ❖ Managing Behavior Mismatches
- ❖ Can't Do - Won' Do: Effectively Using Your EAP Through Soft & Hard Referrals

Team Building

- ❖ Workplace Drama: Its Impact on Culture

Change Management

- ❖ Change Management
- ❖ Leading Through Change: Change can be frightening and unsettling for all of us, but offers an opportunity for growth. Learn how to lead your team through change as they respond to giving up the old in favor of the new. Examine ways to help you cope as a leader from the stress that is created from this new opportunity.

Workplace Diversity

- ❖ Understanding Personal Differences
- ❖ Diversity in the Workplace
- ❖ Managing Generations at Work: Veterans, Boomer and XYZ - who are they? What do today's young employees want? What's the best way to manage them based on their values and needs? What kind of work environments attract, retains, and motivates Millennial workers? Learn the answers to these questions and much more at this training.

Harassment Avoidance

- ❖ Harassment Avoidance: Learn about the different types of harassment found in the workplace and the effects it can have. Find out what is considered harassment and what is not. The training will also cover how to prevent harassment and the appropriate response if harassment is recognized or reported
- ❖ Workplace Bullying & Mobbing

Worker Motivation

- ❖ Motivating Employees: Want to know how to say “great job” with even more impact? Want to know how to build loyal staff that will stay with the company? This training will cover the tips to motivating your staff to the next level.
- ❖ Recognizing and Rewarding Employees
- ❖ Understanding Workplace Inequity: Balancing the Exchange
 - ❖ What’s In It For Me (WIFM)
 - ❖ What’s In It For Them (WIFT)

Leadership

- ❖ Transition from Peer to Superior
 - ❖ The First 90 Days
- ❖ You’re in Charge: Now What?
 - Evaluating Subordinate Capabilities
 - Understanding Leadership Styles
 - Matching Your Leadership Style With Subordinate Capabilities
- ❖ Managing in the Middle: Gain insight on how to keep a balanced approach with the challenges that come from those you supervise and those who supervise you. Identify areas where personal improvements would make a positive impact on those with whom you work. Look at how being more assertive in key situations will help you achieve good results.
- ❖ Time Management

Workplace Violence

- ❖ Workplace Violence Prevention: Violence in the United States is a concern for everyone. There are factors that contribute to this behavior occurring at work and things people can watch for to prevent workplace violence.
- ❖ Workplace Violence Prevention in Healthcare
- ❖ How to Recognize and Address Domestic Abuse in the Workplace

LIFO

- ❖ Life Orientations Training is an applied behavioral science system that fosters individual and organizational productivity. It begins by identifying the individual's basic orientation to life, or personal style. Based on this foundation of self-knowledge, it offers powerful strategies that enable individuals and groups to be more productive in their work and more influential when dealing with key people.
- ❖ Personal Productivity Workshop: Upon completion of the workshop, the participants will have learned about the values that shape their work, the goals that drive their own performance and the strengths that they most enjoy using to solve problems and achieve results. They will define a series of meaningful development targets and learn a set of powerful strategies for improving their personal productivity.
- ❖ Interpersonal Communication Workshop: Upon completion of this workshop, participants will have learned how to apply communication strategies to key relationships. This workshop builds skills for recognizing other's most preferred ways of communication and translating one's message to match.
- ❖ Teamwork workshop: The behavior of a team is nothing more than the behavior of its members. Upon completion of this workshop, participants will gain insight into the behavior of the team by examining the LIFO Profile of the entire team. The Team will analyze collective strengths and blind spots and create an Action Plan for effective collaboration.