

SUCCESSFUL SUPERVISION

Supervisory success is made possible by understanding the options and tools available to you as a supervisor or manager. Successful Supervision is a function of role clarity, the achievement of goals, the development of people, decision making skill, successful delegation, effective communication, and the selection and retention of talent. Successful Supervisors know how to create self-fulfilling prophecies of success...through people.

Participation & Standards

Workshop I Role and Responsibility

- What's Your Job
- History of Managing and Supervising
- Management Styles
- Empathic Listening
- Reinforcement

Workshop II Achieving Performance Goals

- Assessing Performance
- Coaching & Counseling
- Discipline & Conflict Resolution
- Dealing with Negativity

Workshop III Problem Solving and Decision Making

- Solving the Right Problem
- Decision Making Styles
- Designing Desired Outcomes
- Anticipating Obstacles

Workshop IV Delegating and Positive Accountability

- New Hire Orientation
- Clarity of Directions
- Delegation Matrix

Workshop V Bringing the Pieces Together

- Emotional Quotient (EQ)
- Trust & Retention Relationship
- Consistency & Inconsistency
- Partnering With Your Boss

Rochester Chamber

Training Seminars

Successful Supervision ♦ Leadership for Managers ♦ HR Management



Register online at www.GreaterRochesterChamber.com. For more information, email Jayni Fischer at Jayni.Fischer@GreaterRochesterChamber.com or call **(585) 256-4619**. Seminars are held at Greater Rochester Chamber of Commerce, 150 State Street, fourth floor, Rochester.