



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

Register on-line at greaterrochesterchamber.com or email Michele.Hefferon@greaterrochesterchamber.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to greaterrochesterchamber.com or call (585) 256-4614.