

## ***Supervisory Role: Responsibilities, Expectations, Communication, Delegation:***

### **Course Overview**

This course is designed to help develop those supervisory skills including working through others, helping a team be productive, resolving conflicts, giving feedback, and coaching. The Supervision course is designed for leads, supervisors, managers, and directors who are new to supervision or who have not had formal supervision training. Productivity and profitability are dependent, in part, on the leaders in your organization.



### **Topics include:**

- Working Communication
- Handling Delegation
- Motivation
- Leadership Skills
- Interpersonal Skills
- Group Problem Solving Skills
- Coaching Employees
- Using Performance Evaluations
- Discipline and Handling the Problem Employee
- Planning Skills for the Working Supervisor

### **Key takeaways:**

- The Supervisory Role
- Staffing
- Performance Expectations
- Performance Evaluations
- Teams and Team Leadership

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