

Essentials in Supervisory Skills

Act as a Valued Intermediary within your Organization

Sitting at the nexus between non-managerial staff and management, supervisors inhabit a critical position within the organization. As such they must position themselves as effective leaders who are capable of advocating top organizational goals, while at the same time managing and supporting those on the front lines.

This program provides essential skills and practical tools for supervising and leading with confidence. Improve your leadership effectiveness by developing your skills in overseeing staff, managing priorities and solving problems. Act as a valued intermediary who can communicate smoothly between all organizational levels, ensuring that objectives get heard, tasks get acted on, and everyone receives the support they need.

Takeaways

- Understand and fulfill your responsibilities as a key intermediary within the organization
- Make the transition from “doing” to “planning and supervising”
- Act as a great role model for those you oversee
- Rationally apply information to make better decisions and get the best possible results
- Ease workloads by organizing priorities and delegating tasks
- Manage the many influences and interruptions that impact your and your team’s ability to get things done
- Motivate non-managerial staff to act on directives sent from above
- Work effectively with all levels of management
- Become a skilled conduit of communication between managers and front-line staff
- Develop your personal plan for becoming a more effective supervisor, and advance your career up the organizational ladder

Audience

- Supervisors and non-managerial team heads who want to develop essential skills in supervision and leadership
- High-potential professionals who wish to take the next step in their career

Program Content

The Role of the Supervisor

- The difference between supervisors and managers, responsibilities and demands you face as a supervisor
- The impact of organizational change and how it affects your role
- Building your personal plan to become a more effective supervisor and to enhance your position within the organization

Essential Supervisory Leadership Skills

- Understanding your leadership style
- Leading internally: direct and indirect reports
- Leading externally: partners, vendors and customers
- Motivating front-line staff to commit to and act upon organizational objectives
- Monitoring and reporting staff performance

The Critical Thinking Approach to Better Problem Solving

- When to use non-linear vs. logical thinking
- Types of information to gather and key questions to ask
- Using critical thinking to evaluate information
- Employing four problem definition tools to assess problems correctly

Workload Management

- Strategies for organizing and managing multiple priorities
- Setting goals for yourself and your team
- Learning to let go: delegating tasks to others

Communicating Across the Organization

- Communicating upwards: making yourself heard and increasing your influence with various levels of management
- Communicating downwards: translating organizational objectives and expectations back down the lines
- Communicating across: working more collaboratively across business units, communicating with other supervisors

Program Leader

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