

Supervisor Training

Performance

Productivity

Leadership

Change

Supervisory personnel are critical for achieving important gains in productivity, quality and customer satisfaction. Comprehensive change programs such as lean manufacturing place higher expectations on all levels of supervision. The Patnaude Group Inc. is pleased to offer a training program designed to improve supervisor performance.

This in-depth two-day course is designed for Supervisors who want to begin the pathway toward advanced leadership and higher performance.

Participants learn advanced communication skills, role expectations of a Supervisor, behavior and motivation analysis and time management. A summary action plan for personal growth will be created for each participant. This course is offered in both **English and Spanish**.

This two-day workshop is an interactive, fun learning environment where up to 14 participants have countless opportunities to practice all the skills required for quality supervision.

Course Purpose: to apply and then deploy advanced techniques of supervision, communication, coaching and motivation so that employees can be even more capable of and committed to influencing extraordinary results for themselves, their customers and their organizations.

SAMPLE TWO-DAY COURSE AGENDA:

- VI. Introduction
 - Pre-training survey
 - Foundational pieces connecting company mission, philosophy, values to current work and supervision
 - Expectations and concerns
- VII. Individual work-style preferences
 - Briefings on appreciation of human differences, motivation and communication
 - “People reading” generally and specifically
 - Action plan for specific individuals

- I. Advanced communication skills
 - Quality communication
 - Giving and receiving feedback- using positive reinforcement with practice
 - Quality listening
- II. The Supervisor as Leader
 - Role expectations revisited
 - Discussion and interaction
- III. Advanced Coaching and Counseling
 - Complete system for changing behavior without resistance
 - Working with difficult people and difficult situations
- IV. Time management and a summary action plan for personal growth and development as a professional supervisor
- V. Closing
 - Summary challenge and post-training survey
 - Evaluations and certificates

The Patnaude Group Inc. is an international training company that helps business professionals of all levels realize their potential while developing strong leadership skills. The programs created by *The Patnaude Group Inc.* have played a critical role in creating long-lasting relationships with Fortune 500 companies, including Cisco Systems, Hewlett-Packard and Blue Cross Blue Shield. Corporate programs are developed to meet specific company needs and support the overall culture of an organization as well as maximize the capabilities of every participant.

Thank you for your interest in our Supervisor Training. For more information about *The Patnaude Group Inc.*, please call 540.270.6825 or visit www.patnaude.com. We look forward to serving your training needs.