



## Supervising People

### **Course Description**

The course gives the attendees a basic foundation of management skill learning especially as it applies to [proposal company]. The course engages the attendees in analyzing and using thought leadership and application of these ideas within [proposal company] applications. Several other-company examples will also be used to help in the attendees better understand the effort and attention required. The students will be provided with books that include all of the slides used in the class.

### **Course Duration of course**

This class is 4-hours

### **Course Detailed Content**

1. Introduction to Leadership
2. Honing the duties
  - a. Safety
  - b. Quality
  - c. Productivity
3. Communication
  - a. Speaking in groups
  - b. Presenting your ideas
  - c. Written communication
    - a. Policies
    - b. Procedures
    - c. Work instructions
  - d. Establishing expectations
  - e. Constructive feedback
4. Management Systems and Requirements
  - a. Accountability
  - b. Process ownership
  - c. Management system events
    - a. Daily
    - b. Weekly
    - c. Monthly
5. Employee reviews
  - a. Employee metrics
6. Goal setting
7. Project management
8. Celebrations
9. Intro to Employee Potential quadrants
  - a. Star
  - b. High pot (potential)
  - c. Cash cow
  - d. Misplaced
10. Intro to Personality quadrants
  - a. Thinker
  - b. Director
  - c. Lover
  - d. Talker
11. Encouraging participation
12. Dealing with management
13. Department/organization culture

### **Course Deliverables**

- Attendees will be better prepared to lead a team, a department or a project.

### **Intended Audience**

Supervisors  
Line Managers  
High Potential Employees

### **Costs for Delivery**

Negotiable

### **Normal Follow-up**

None required