

SkillPath Seminars invites you to attend
a very special **one-day workshop** ...

Excelling as a Manager or Supervisor



A comprehensive one-day workshop that delivers the supervisory fundamentals you need to know to achieve management success

You already have the knowledge and skills to perform in your area of expertise. That's probably what got you where you are today. But being a manager or supervisor demands a new type of skill. You're in charge of coordinating people and tasks—your continued success depends directly on your ability to get things done through others.

Forget about learning everything by doing. We've designed *Excelling as a Manager or Supervisor* to provide you with the practical tips, techniques and solutions you need for supervisory success without incurring the hard knocks that come with on-the-job learning. This intensive day of training focuses on the unique challenges you face every day as a manager or supervisor and offers solutions to help you fully achieve your potential—not just as a manager or supervisor but as a true leader who commands the respect, commitment and credibility that moves people to action.

**Gain essential
"must-have"
management
skills!**

Here are just some of the skills you'll learn ...

Adjust from team player to take-charge manager and leader. Take inventory of your strengths and weaknesses ... and develop the confidence for deciding what to do in any situation.

Deliver crystal-clear communication. How to deliver instructions that aren't misunderstood—or ignored ... are there sometimes better methods for getting your message across?

Get workers tuned in and turned on. How to tap workers' inborn motivation ... and offer criticism and discipline without stripping them of their self-confidence.

Handle conflict and crises. How to get the job done on deadline ... and deal with the most common nightmares involving employees, other managers and the work environment.

Carry out essential supervisory roles and functions. How to better understand and predict worker behavior ... build teamwork and cooperation ... and select the right people for the right job.

Organize constantly shifting projects, priorities and resources. Gain specific techniques for increasing team productivity ... establishing project procedures ... and keeping control of the work flow.

Keep yourself in balance and under control. How to realign negative thoughts and feelings ... prevent stress and burnout ... and shoulder the emotional burdens that come with supervising others.

See back for the complete workshop outline.

ENROLL TODAY and build the foundation for a career full of managerial achievements!

**Enroll on-line at www.skillpath.com
or call toll free 1-800-873-7545**

Bring this training to your organization—call 1-800-767-7545

Workshop Agenda

PROGRAM HOURS: 9:00 a.m. – 4:00 p.m.

■ New or not, making the leap from worker to supervisor

- What it takes to be a manager: An overview of your day-to-day responsibilities
- Why it's important to "take charge" and put your best foot forward from the beginning—and a half-dozen tips for doing just that
- The subtle do's and don'ts in the relationship boundaries between you and your boss
- Drawing the line on social relationships with those you manage
- 10 common management missteps you'll want to avoid

■ Why leadership is an essential ingredient of management

- Why bosses turn people off—and leaders turn people on
- 5 sure-fire ways leaders gain the commitment and cooperation of workers
- The advantages of being available and visible to workers
- How to develop your natural leadership ability to spark passion in workers—and in other managers
- How to develop and assert your leadership abilities in groups or team situations

■ Indispensable everyday management skills

- How to keep track of employees' progress on a project without giving the appearance that you're checking up on them
- How to make delegating a natural, comfortable part of your supervisory routine
- Techniques for putting your creative problem-solving ability to work in supervisory situations that call for innovative solutions
- A 5-step approach to identifying and solving any problem
- An overview of EEO and sexual harassment guidelines every manager must know

■ How to make things happen—boosting worker productivity, enthusiasm and commitment

- How to increase productivity by effectively assessing workers' skills and matching them to work assignments
- Using praise effectively: Why *how* you praise is as important as the praise itself
- The top 10 ways to harness inborn worker motivation to accomplish organizational goals and produce quality work
- How to put the greatest management principle in the world into practice to save you and your employees countless hours of frustration and unnecessary work

■ Getting the job done right and on time: How to manage projects and priorities

- Understanding the concept of important vs. urgent: How to define your productivity payoffs and take action for success
 - 9 steps for defining and planning any project
 - The single key to understanding how to manage multiple projects
 - How to use your goals to set your daily priorities

■ Communication skills that make the difference

- The 10 keys to leading successful meetings
- How to manage up the ladder—tips for communicating effectively with your boss and other executives
- Using your listening skills to create a caring, understanding workplace
- How to give criticism and negative feedback without provoking workers
- 6 tips for overcoming the most common supervisor-employee communication barriers

■ Correcting problem behavior

- Strategies for getting to the root causes of poor performance
- How to conduct a fair and constructive performance evaluation—and what to do when workers disagree with your assessment of their performance
- Easy methods for overcoming tardiness and absenteeism
- The 2 key behavior modification techniques that are successful in turning around unacceptable performance

■ Controlling conflict in the workplace

- How to save face when an employee sets you up or publicly tries to embarrass you
- How to handle an employee who disagrees with something you want done or the way you want it to be done
- How to deal with employees who constantly complain they have too much work
- How to avoid the conditions that foster employee conflict

■ Supervisor, manage thyself

- Dealing with interruptions, procrastination and other time robbers: 9 tips for budgeting your time to multiply the results you get from every day
- How to keep your cool and stay motivated even in the most heated moments
- Putting the brakes on stress even when tight deadlines and tough situations have you working at fast-forward speed
- Building your assertiveness: How to project self-confidence without coming across as arrogant or pushy

Successful organizations don't just have great employees—they have great managers and supervisors too!

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