

How to Successfully Make the **TRANSITION** **TO** **SUPERVISOR**

Make sure that you're **100% ready** to handle the **unique challenges** that come with making the jump from **staff to supervisor**

This **one-day training** has everything you need to successfully make the transition, including:

- ✓ How to adjust to changing work relationships
- ✓ Establishing and maintaining credibility
- ✓ Management pitfalls to avoid
- ✓ Motivation skills of the experts
- ✓ Communicating with tact and finesse across job levels
- ✓ Developing your personal leadership style
- ✓ Disciplining and correcting problem behaviors

And much more!



We're
coming
to your
area ...



Enroll today online at
NationalSeminarsTraining.com/SFSS
or call **1-800-258-7246**

Successful supervision is all about preparation—**this training will make sure you're ready!**

Management is not an easy job, especially when you're new. Whereas before you only had yourself to worry about, now you're responsible for leading a team. And this includes lots of responsibilities and expectations that you may not be prepared to deal with.

But don't worry, we're here to help! Featuring the proven skills and expert strategies you need, ***How to Successfully Make the Transition to Supervisor*** will help you tackle any issue you face, from communication nightmares to motivation strategies.

Master the fundamentals of supervision in just one day!

You've got a job to do, so you don't have time to waste on training that may or may not be helpful. And that's exactly why we created ***How to Successfully Make the Transition to Supervisor***.

Sign up for this fun and fast-paced one-day seminar and you'll learn to successfully navigate the world of management, while avoiding pitfalls and capitalizing on your strengths. Designed with you in mind, this training contains all the information you need to make the jump from employee to manager smooth and effective.

You'll learn:

- Communication strategies to keep things flowing smoothly
- How to avoid the most common mistakes of new supervisors
- How to manage former co-workers the right way
- Motivation techniques that really work
- How to resolve conflicts to keep everyone satisfied
- Much more!

Get all the skills you need to be a master supervisor from day one!

By knowing what's expected of you and using successful supervision strategies, you'll get everything you need to be as successful at your new position as you were at your last. If you're new to management, or even the slightest bit uncomfortable supervising former peers, then this is one training you can't afford to miss. What are you waiting for? Sign up now!



Don't let your personal relationships get in the way of your career—we'll show you how to supervise without burning bridges.

Just a little while ago they were your colleagues and co-workers. Some of them were probably even your friends. You faced the same issues, struggled with the same problems, maybe even complained about the boss together. But now things are different. You were promoted and now you're no longer "one of the gang." Instead, you're "the boss," "the bad guy," "the enemy."

Now they don't trust you. Some of them may even resent you and feel like you took their promotion. Even worse, some of them may think you're a pushover and try to take advantage of you because of your friendly relationship.

Do you know what to do? How can you make the jump to supervisor without losing valuable relationships? You need ***How to Successfully Make the Transition to Supervisor***. This one-day seminar is jam-packed with all the information you need to use your personal relationships to your advantage and become a rock star supervisor right away!

We train the very best!

Wells Fargo • Microsoft • Aetna • Federal Reserve Bank • Stanford University • FedEx • McGraw-Hill • Allstate • New Balance Athletic Shoe, Inc. • Shelter Insurance • Tyson Foods • John Deere • Alcatel-Lucent Technologies • Bristol-Myers Squibb • Blue Cross Blue Shield • Hewlett-Packard • Schnuck Markets • Moen, Inc. • MetLife • Farm Bureau Insurance • LexisNexis • Liberty Mutual • Sallie Mae • Merck • 3M • Commerce Bank • Citibank • Honeywell • Pella Corporation • Walgreens • Time Warner • Sears • Webster University • And Thousands More!

How would you handle these situations?



As a new supervisor, you need to know how to handle anything that's thrown at you. Let's look at some common problems you may face. Do you know how to handle them?

1. Your work starts at 8:00, but a member of your team has to get her kids off to school in the morning and can't make it in until 9:00. Upper management is very clear on their policy that everyone should be at work by 8:00, but this employee is an important part of your team. What do you do?
2. Two employees on your team are constantly butting heads. Lately their mutual dislike has taken a nasty turn. One of them is your best worker, but he's rather unpleasant to deal with. The other is a good, but not great, employee, but is well liked. Whose side do you take?
3. You find an employee's résumé on the printer at work. It appears he's looking for a new job. When you confront him, is it better to come across as tough or try to convince him to stay?

Learn the answers to these challenging situations and more when you attend ***How to Successfully Make the Transition to Supervisor***.

What others are saying about our training:

“Energetic, involving and stimulating.”

– Z. Betten

“Self-motivating!”

– M. Silva

“Great! Really enjoyed the interaction and the trainer.”

– B. Jenkins

“The trainers were great! Can’t wait to see them again.”

– M. Angelorr

A LOOK AT WHAT YOU’LL LEARN:

REGISTRATION BEGINS AT 8:15 A.M. WORKSHOP HOURS: 9 A.M. TO 4 P.M.

Your new role

- Adapting to your new position and added responsibilities
- The boss-employee dynamic and how it affects you
- 5 common mistakes new supervisors make
- Building trust and respect
- Finding your personal leadership style
- Eliminating roadblocks to your success

Leading with skill and poise

- Establishing your authority without appearing “bossy”
- Managing your time and priorities effectively
- Keeping your cool when things go haywire
- How to effectively delegate responsibilities
- Conflict resolution that will leave all parties satisfied

Communicating for maximum effect

- Supervisor talk: The keys to successful communication
- Gathering and giving effective feedback
- Communicating up and down the job ladder
- Nonverbal communication and how to ensure you’re sending the message you intended
- Resolving communication barriers and problems

Dealing with former peers

- Simple strategies to deal with ill will from your promotion
- Using personal relationships for your gain: A how-to
- Managing friends and close associates
- Dealing with criticism from your team
- Encouraging frank discussion with your former peers
- Disciplining problem employees
- The right way to manage employees who are older than you

Expert motivation techniques

- Giving feedback the right way, without hurting feelings
- Vital listening skills that will make your job easier
- Setting a good example to get the most from your team
- Identifying and motivating chronic underachievers
- Using the right motivational technique for each situation

Master management problem solving

- Common management problems and their causes
- Identifying issues before they arise
- Determining the impact of solutions on your team
- Strategies for making tough and unpopular decisions
- Keeping your cool when dealing with problems



Manage different personalities with confidence and skill—we'll show you how!

As a new supervisor, you're now responsible for overseeing others. Unfortunately, you probably haven't received a lot of training in how to handle different personality types. Sign up for ***How to Successfully Make the Transition to Supervisor*** and learn to handle:

Resentful Rick—This employee feels that he is more qualified than you and should have gotten the promotion instead. He has lots of ill will toward you and will go out of his way to try to sabotage your success. Learn how to win him over to your side.

Exploitative Ellen—You have a good personal relationship with this former co-worker. Now that you're her boss, she'll try to exploit that for her benefit. She'll show up late, miss deadlines and generally not work very hard, assuming that your congenial relationship will protect her. Get the strategies you need to bring her back on track without hurting your relationship.

Friendly Fred—This team member is also someone you have a friendly relationship with. He's a good worker and is happy for you about your promotion. But because you're such good friends, other team members feel like you're playing

favorites by giving him the good projects and treating him differently. Learn how to successfully manage this employee without alienating other team members.

Generational Georgette—This team member is from an older generation. She's always talking about how things used to be done. She's been with the company forever but barely knows how to use email, let alone any of the new technologies you're dealing with. We'll show you how to relate to her in a way that makes her feel like an important part of the team.

Slacker Steve—This guy was always slacking when you were peers, but for some reason, management never seemed to notice. Now that you're the boss, he's continuing his lazy behaviors. Get the skills you need to assert your authority and motivate him.

These are just a few of the different personalities you'll encounter as a new supervisor. Sign up for ***How to Successfully Make the Transition to Supervisor*** and make certain you're ready to handle any situation you face! What are you waiting for? Sign up now!



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Call toll-free **1-800-258-7246**

Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Check-in begins at 8:15 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellations and substitutions. Cancellations received up to five working days before the seminar are refundable, minus a \$10 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. You may also call us at 1-800-258-7246 for additional assistance.

Tax deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

Workshop Schedule



Bring This Course to Your Organization

If you have multiple employees who could benefit from this training, consider bringing it on-site to your organization. Our Enterprise Learning Solutions team can tailor any program to meet your unique needs and core competencies. Learn more at NationalSeminarsTraining.com/CorporateTraining or contact a training specialist at **1-800-344-4613**.

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Don't **waste time** on trial and error.
Start excelling as a supervisor right away!

This fun and entertaining one-day training will give you all the skills you
need to ease the transition and succeed as a manager from day one.



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