MANAGEMENT SKILLS FOR FIRST-TIME SUPERVISORS

Get ready to become more comfortable delivering feedback ... delegate effectively ... be able to better convey your expectations ... deliver performance reviews ... understand how to motivate your team ... and cement your reputation as an exceptional leader and manager!

Whether you're brand new to supervision or simply have never received formal management training, what you'll learn will have a powerful impact on your career. When you're seen as an effective manager and a great leader, there's no limit to where you can go!

Also Available On Demand. See page 7.

Enroll online at NationalSeminarsTraining.com/NHTSP or call 1-800-258-7246.
Unlock your supervisory potential!

If you’re like most managers, you were promoted because of your knowledge and talent – but you’ve received absolutely no formal management training. You’re expected to just wing it … to wake up knowing how to motivate employees, handle conflicts, and delegate effectively.

The truth is, trial and error is no way to learn how to manage people!

That’s the quickest way to lead to an uncomfortable work environment, poor productivity, and even burnout – for you and your employees. You may even find yourself wondering if you were the right person for the job after all! Fortunately, there’s a solution: Management Skills for First-Time Supervisors.

If you want to be successful as a manager, these are the skills you absolutely need to master – your future career depends on it. We’ll take you step-by-step through the most important management skills, including delivering feedback, effective delegation, motivation and inspiration, conflict resolution, and so much more. When you practice the powerful techniques, strategies, and tools you’ll learn, you’ll be seen as an effective and credible leader – and that will impact your career immediately.

This training is widely considered the BEST training anywhere for new supervisors!

Do Any of These Supervisory Headaches Sound a Little Too Familiar?

Employees who ...
✓ Spend more time on personal business than company business
✓ Seem to be on a perpetual break
✓ Are adequate performers, but seldom go the extra mile
✓ Are negative, whiners, or gossips
✓ Don’t respect you, and go above or around you
✓ Don’t get along with others on your team
✓ Make excessive, sometimes costly mistakes

A boss who ...
✓ Wants you to do a lot more with a lot less
✓ Gives you tons of responsibility but limited authority
✓ Is sometimes difficult to deal with
✓ Is in your face all the time – or never around when you need him or her

And other challenges such as ...
✓ Hiring and keeping good people
✓ Motivating your staff to greater performance
✓ Giving meaningful, fair performance reviews
✓ Delegating so the job gets done right
✓ Striking a balance between being friendly while still being in charge
✓ Supervising people who used to be your coworkers
✓ Getting people (up and down the ladder) to buy into your ideas
✓ Meetings that seem to get off track and accomplish little

Let’s face it: You have a tough job – but we can help! Attend this powerful workshop and you’ll gain solid solutions to these and dozens of other tough supervisory challenges you face every day.

“Today’s program did an excellent job of helping me identify the pluses and minuses of my personal management style.”
– Corey Barrett, CellularOne

“Today’s seminar was delivered in easy-to-understand terms for the new supervisor and covered a wealth of information.”
– Beverly Herd, Willamette View

“Very practical – discussed real issues facing everyone in leadership in today’s workplace.”
– Sean Craig, Tidland Corporation

“Time well spent. I can’t wait to put what I learned into action.”
– Joe Davis, Portland General Electric
A FULL DAY OF SOLUTIONS …
Your Comprehensive Workshop Agenda

Workshop Hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

Acquiring the Supervisor’s Mind-Set and Image
• Use the Leadership Style Analysis to understand your supervision style
• Gain long-term vision: how to think like a company president
• 5 proven ways to gain control of your environment
• Supervisory intervention, coaching, and counseling – knowing the difference
• The 7 classic principles of influence … how and when to use them
• What you should do when your employees make you look bad to your boss
• Avoid the mistakes that new supervisors usually make

Building Blocks to Supervisory Excellence
• The 3 red flags that tell you when an employee’s workload is too heavy
• Increase your “Planagement Quotient” – and watch difficult tasks disappear
• 12 effective ways to win others to your way of thinking
• Keep the lines of communication open even when you aren’t a verbal or talkative person
• What to say when employees compare you unfavorably to the supervisor you replaced

Creating Productivity and Building Morale
• Understand the basic things that motivate all people
• Being friendly with your staff while maintaining respect and compliance
• Avoid the problems that come with supervising friends
• How to match the right person to the right task
• Build teams that will provide great results
• Techniques for leading, not bossing
• How to give constructive criticism without deflating morale

Confidently Handle Conflicts — Every Time
• Use the Control Model to limit the impact of negative emotion
• Bring about change, even when there is resistance
• 3 basic guidelines you must know before encountering conflict
• When to use emotion and when to use logic
• Learn to predict and prepare for the response of your staff
• Curb absenteeism, tardiness, and employee turnover

How to Get Things Done on Time and on Target
• Use the CALM method to conquer chaos
• An open-door policy – when it will work and when it won’t
• Eliminate self-imposed stress and be more effective
• Know how much work to delegate and whether your staff member is ready for it
• Give clear directions that ensure things get done
• Active listening: what it really means and when it’s important
• Know the vast differences between boss-imposed, system-imposed, and peer-imposed time and save yourself hours!

Supervisory Payoffs – How to Stay on Top
• Develop your own personal “Supervisor in Action” plan
• Let your position help you – how you can save time and energy via your staff
• How to play the game when you need to and how to enjoy it
• Avoid burnout caused by the inexperienced supervisor
• Make sure you stay promotable!

Leadership Training That Stands Out

Discover exactly what your leadership style is – and how you can play to your strengths.

Everyone’s natural leadership style is different and during your day, you’ll have the opportunity to take an assessment test to find out exactly what yours is. Then, your trainer will lead you through some great exercises so you can understand how to adapt your management style for your environment and your employees.

Ask questions of trainers who are experts with real-world experience.

This provides you with the unique opportunity to ask specific questions and get real, practical advice about the scenarios you actually encounter every day.

Take advantage of networking opportunities.

When you attend a live seminar, you’re surrounded by other leadership professionals as interested in their career growth and future opportunities as you are. That makes it a great opportunity to make new connections and expand your professional network.

Learn from your peers.

Live exercises, group discussions, and brainstorming sessions are a feature of all of our seminars – which means you have the chance to talk with other professionals in your area, find out if they’ve solved similar issues to the ones you face, and come up with new solutions together.

There are lots of ways to learn in today’s world – but nothing compares to the live seminar experience.

5 More Reasons You’ll Want to Attend …

1. Get Up-to-Date on the Essentials: Your time is valuable and we won’t waste it. You’ll only learn the most relevant information at this course. You’ll gain best-practice strategies that help you handle your job confidently and professionally.
2. Get New Ideas: Get away from the office for a day and you’ll return relaxed and recharged. Plus, you’ll have a plan in hand for making positive, lasting changes in your career.
3. Network: Meet and exchange ideas with other professionals. There’s no denying that networking is key in today’s business world. Take this opportunity to meet like-minded professionals in your area – and learn from their experiences.
4. Participate in Interactive Training: Prepare for an innovative learning experience like no other. We’ll capture your interest with real-world challenges. Plus, you’ll participate in proven effective exercises that are designed to increase retention and on-the-job application.
5. Learn from an Expert: Ask questions, share ideas and get immediate, real-world feedback from experts that have worked in your industry. We guarantee you’ll return to work with new confidence and skills you’ll be able to use immediately.
Bring Great Leadership and Management Skills to Your Entire Organization

Wouldn’t it be incredible if every single member of your management team maximized their leadership abilities? If they got the most out of their teams – and out of themselves?

Make sure every department in your entire organization is headed by great managers and effective supervisors! Our On-Site Training Department can deliver this seminar – or more than 100 other cutting-edge training programs – directly to you for private, in-house training.

On-site training is one of the most cost-effective ways to facilitate your organization’s learning and development goals. It’s affordable, it’s easy, and it works!

To find out more, call 1-800-344-4613, email us at onsite@natsem.com, or visit us on the Web at NationalSeminarsTraining.com.

This Seminar Is Also Available On Demand

We understand that sometimes the times and dates of live training is not convenient for you. That’s why we make it easy for you to access the same great training you enjoy in our live seminars through our on-demand seminars.

Management Skills for First-Time Supervisors is now available on demand – which means you can learn where you want, when you want. Your paid enrollment in the on-demand seminar entitles you to one full year’s access to this seminar training.

Interested in building your skills today? Then consider our on-demand training. Call 1-800-258-7246 or order online at NationalSeminarsTraining.com.

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*Your on demand access to the seminar is available for an individual; group training programs are available. Call at 1-800-258-7246.

Enrollment Fee:

Group Discount: When 3 enroll from your organization, a 4th attends FREE. Group discounts apply to seminar registrations only, and cannot be used for STAR12 or on-demand seminars.

To Enroll ...  
Register online at NationalSeminarsTraining.com/NHTSP

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.

Group Discount: When 3 enroll from your organization, a 4th may attend for FREE!

STAR12 Professional Edition – Only $499: STAR12 entitles you to unlimited access to all NST seminars (retail priced $499 or less) + Webinars, online courses and more for 12 months. Enroll today at joinSTAR12.com.

Check-in begins at 8:30 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellation: If you cannot attend, you may send a substitute or receive full credit toward a future enrollment. If cancellations made 5 or more business days before the event, you may request a refund less a $10 enrollment fee. For enrollments made in conjunction with a STAR12 purchase, the STAR12 cancellation rules apply – visit the Information Center at NationalSeminarsTraining.com.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what’s required. Call our CEU/CPE specialist at 1-800-258-7246, ext. 3100, if you have any questions.

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.

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Workshop Schedule

Workshop fee per person: $179 (live or on-demand)

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How you perform as a supervisor is critical to your professional future. Get off to a strong start by attending …

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