



If you have new supervisors and managers or employees who have been in a leadership position for 10 years or less, than this course is for you.

Right Supervisors, Right Managers, Right Now!

Leadership Characteristics:

- Qualities Leaders possess
- The work environment you must create
- 4 Things you must do to take care of your people
- Recognizing your people
- 10 Traits you must demonstrate
- Taking care of your boss
- Coaching & Mentoring
- Delegation
- Motivation
- Meetings

Communication:

- Why communication is the long pole in the tent
- Definition of communication
- How to communicate clearly verbally
- How to communicate clearly when writing
- How to listen effectively
- Positive and negative aspects of electronic devices in Leadership
- Giving feedback
- Annual reviews

Conflict Management

- Definition
- Causes
- Approaching conflict
- Resolving conflict

Problem Solving

- What problems are you working?
- 3 Models of problem solving
- Which model is best for you?
- Decision Making
- Crisis Management

For those people who have never had any formal training in leadership - this is a must. For those who have been in leadership roles for a period of time, this is a great motivator, reminder and will add tools to their "Leadership tool Kit."



Change

- Definition
- Reasons to not change
- Reasons to change
- Stages of change
- Supervisor responsibilities
- Employee responsibilities
- Communication up/down

Company Culture

- Definition
- Elements of Company Culture
- How it is controlled
- Your role

Unproductive People & Difficult Conversations

- Why unproductive behavior happens
- Feedback
- Constructive Conversations
- Correcting Poor Behavior
- Disciplinary action

Getting Things Done

- Prioritizing
- Scheduling
- Handling interruptions
- Organize you first
- Yes, you can say, “No”



“Motivate and convince, not manipulate and coerce”

Stress

- Definition
- Symptoms
- Causes
- Consequences of stress
- 13 ways to control it
- What to do when you can't (control it)

Work / Life Balance

- Why it's important
- How do you distribute your energy, strength, & passion?
- Recognizing your two “Life Generators”
- You can “walk” or “talk”
- How to create “balance”

This is one of our most popular seminars because it helps so many people. Nobody leaves unchanged – and it is always for the better. Newer supervisors and managers are given a lot to think about and they can contact us anytime to ask questions or talk about issues.

If you are looking for a seminar for more experienced supervisors or managers, take a look at “Leading From the Top” as an alternative to this particular one. Please call us for any questions. Ph: 719-640-2490 or email: ru2busy@gmail.com