



TrainUtopia

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SUPERVISORY TRAINING OVERVIEW

Are people within your organization being asked to do more with less? Is your environment shifting and changing? Because of the diversity and challenges in today's business environment, managers and team leaders more than ever need the basic tools to effectively manage the work force of the millennium. To meet this need, TrainUtopia, in conjunction with Vital Learning Corporation, is proud to announce the newly revised **Supervision Series**. The **Supervision Series** utilizes behavior modeling to instill the basic foundations of interpersonal supervisory management.

FUNDAMENTAL SKILLS MODULES

Fundamental Skills of Managing

Managers and team leaders will learn to:

1. *Maintain Team Member Self-Esteem*

This is probably the single most important skill a manager or team leader can have. It is the ability to give orders, evaluate performance, correct work habits, deal with complaints, and resolve conflicts while supporting a team member's sense of self respect and dignity.

2. *Focus on Behavior*

Problems on the job are solved more effectively and less stressfully when managers and team leaders deal with what people do rather than with their attitudes or personal characteristics.

3. *Encourage Team Member Participation*

Involving team members in decision making, problem solving, and other non-routine, on-the-job activities is one of the manager's or team leader's key motivational tools.

4. *Listen to Motivate*

The manager's or team leader's ability to listen actively is essential to inspire team member confidence and the desire to perform effectively.

Delivery Options Available: Classroom, CDROM or Online

Fundamental Skills of Communicating

Managers and team leaders will learn to:

1. *Design Clear, Concise Messages*

Messages that are well-designed are clear and concise. Managers and team leaders need to organize their thoughts and speak to each team member's level of understanding.

2. *Look for Nonverbal Clues*

Voice tone, intonation, facial expressions, gestures, and posture are some of the nonverbal factors that managers and team leaders must understand and learn to use for effective communication.

3. *Listen to Communicate*

Effective communication cannot take place without effective listening, which includes the abilities to reflect, probe, support, and advise.

4. *Overcome Barriers to Understanding*

Many kinds of psychological, cultural, and situational barriers to understanding exist. Managers and team leaders must learn to use the feedback process to overcome them.

Delivery Options Available: Classroom, CDROM or Online

INTERPERSONAL SKILLS MODULES

Assigning Tasks Effectively	<p>This module takes the participants step-by-step through the effective procedures for assigning tasks effectively. It shows them how to form clear explanations, gain agreement, and confirm future plans and commitments with team members.</p> <p>Delivery Options Available: Classroom, CDROM or Online</p>
Coaching for Improved Performance	<p>Once team member performance has been assessed, the team leader identifies specific areas that need improvement. This module shows the participant how to demonstrate the needed skills to the team member, and how to motivate him or her to pursue them. The result can prove rewarding for everyone involved.</p> <p>Delivery Options Available: Classroom, CD-ROM or Online</p>
Communicating with Your Manager	<p>Most managers and team leaders realize the importance of upward communication, but few accept the responsibility for the quality and effectiveness of communicating with their own managers. Managers and team leaders will learn how to frame communication so that a desired result is achieved.</p> <p>Delivery Options Available: Classroom</p>
Dealing with Complaints	<p>As the leaders on the front line, managers and team leaders are often the first to hear team member complaints. And though sometimes they may seem to be a barrage of whining, each complaint should be addressed and resolved. This module shows how to resolve simple complaints and identify the "hidden agendas" that so often underlie the chronic grievances.</p> <p>Delivery Options Available: Classroom, CD-ROM or Online</p>
Dealing with Conflicts	<p>Whenever people work together, conflicts arise. They may be simple misunderstandings that your managers and team leaders can clear up. Or they may reveal subtle, but pervasive, morale problems that threaten to tear the delicate fabric of your organization. This module shows managers and team leaders how to explore conflict and get to the heart of the problem to correct it before it's too late.</p> <p>Delivery Options Available: Classroom, CD-ROM or Online</p>
Delegating Effectively	<p>This module gives valuable insights into and practice of the "Three W's" of effective delegation: When should team leaders delegate?; Whom should they delegate to?; and What explanation should they give to team members? The module also shows how to use delegation as a motivational tool.</p> <p>Delivery Options Available: Classroom, CD-ROM or Online</p>
Developing Performance Standards	<p>Unless your managers and team leaders are successful in spelling out the organization's specific goals, their team members are not going to know how to meet those objectives. This module shows trainees how to establish specific, measurable, attainable, result-oriented, and time-framed performance standards. It then illustrates the steps that gain team member agreement and commitment to those performance standards.</p> <p>Delivery Options Available: Classroom, CD-ROM or Online</p>
Improving Employee Work Habits	<p>Absenteeism . . . Repeated tardiness . . . Drug and alcohol abuse . . . Such is the stuff of which managers' and team leaders' headaches are made. But merely quoting company regulations to the recalcitrant worker won't solve the problem. The truly effective manager or team leader will translate the rules into codes of conduct meaningful to the team member and will do it in a supportive, non-threatening way. This module shows how it's done.</p> <p>Delivery Options Available: Classroom</p>

Performance Assessment	<p>This module shows the way evaluation is done by the experts. First, relevant performance standards are established. Then the team member's own performance evaluation is solicited. This accomplished, the stage is set for a summary evaluation that will be clear and credible to the team member.</p> <p>Delivery Options Available: Classroom</p>
Preparing for Change	<p>As the link between management goals and the frontline labor force, the manager or team leader is the key to preparing for change. Dealing with the "comfort level" of team members and involving them in detailed discussions will facilitate their acceptance of new ways of doing things. This module shows managers and team leaders how to introduce change without inducing defensive reactions.</p> <p>Delivery Options Available: Classroom, CD-ROM or Online</p>
Using Positive Discipline	<p>This may seem like a contradiction in terms, but it doesn't have to be. Managers and team leaders will be shown how to change unacceptable team member behavior without causing bruised and resentful egos.</p> <p>Delivery Options Available: Classroom, CD-ROM or Online</p>
Management Orientation, Reinforcement, and Support (MORS)	<p>MORS is designed to show how the behavior modeling technique of the <i>Supervision Series</i> works and to teach specific motivational and participative management skills. As managers and team leaders are trained to encourage worker communication and participation in problem solving, mid- to senior-level management should be able to use similar skills to coach and to reinforce their team members.</p> <p>Delivery Options Available: Classroom, CD-ROM or Online</p>

Each program is a minimum of four hours in length with video presentations of case studies, group discussions, exercises to develop and transfer skills, extensive practice sessions, and comprehensive work books designed for future reference and memory jogger cards to provide handy, succinct reminders of each module's skill points.

About TrainUtopia

TrainUtopia is a premier-provider of customized learning solutions that help leading enterprises throughout the world achieve business goals. As a provider of learning solutions since 1999, enterprises primarily select TrainUtopia to fulfill their training needs due to a combination of quality consulting, sizeable course library, integrated solutions, dependable support and unmatched service.

