

SUCCESSFUL SUPERVISION: TRAINING CURRICULUM



3 x 90-minute sessions • Register online at GreaterRochesterChamber.com.

Seminars are held online via virtual platform. A link will be provided upon registration.

Supervisory success is made possible by understanding the options and tools available to you as a supervisor or manager. Successful Supervision is a function of role clarity, the achievement of goals, the development of people, decision making skill, successful delegation, effective communication, and the selection and retention of talent. Successful Supervisors know how to create self-fulfilling prophecies of success...through people.

Participation & Standards Workshop I Role and Responsibility

- What's Your Job
- History of Managing and Supervising
- Management Styles
- Empathic Listening

Reinforcement Workshop II Achieving Performance Goals

- Assessing Performance
- Coaching & Counseling
- Discipline & Conflict Resolution
- Dealing with Negativity

Workshop III Problem Solving and Decision Making

- Solving the Right Problem
- Decision Making Styles
- Designing Desired Outcomes

Anticipating Obstacles Workshop IV Delegating and Positive Accountability

- New Hire Orientation
- Clarity of Directions

Delegation Matrix Workshop V Bringing the Pieces Together Emotional Quotient (EQ)

- Trust & Retention Relationship
- Consistency & Inconsistency
- Partnering with Your Boss

A certificate of completion will be provided after the training.

Series Cost: \$695: Greater Rochester Chamber members • \$895: Non-members

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