



**Rocky
Mountain
Section**

SUPERVISOR TRAINING PROGRAM

The following outlines a sample curriculum for a two-day intensive program, covering the essential skills and knowledge necessary for first-line supervisors and managers. This program is highly interactive and requires the focused attention of participants. Skills, concepts and practices covered in this program are:

- The role of the supervisor
 - Legal responsibilities
 - Current theories and practices to create a positive work environment
- Practices used by effective supervisors:
 - Delegation
 - Documentation
 - Feedback
 - Evaluating and assessing work performance
- Leadership styles

See Next Page for daily agenda (subject to change)

DAY 1:

Pre-Work: Read "The One Minute Manager Meets the Monkey," Blanchard & Oncken

- I. Icebreaker, Introductions and program overview
- II. Activity: Best and Worst Leader
- III. Understanding the Role of the Supervisor: A New Kind of Supervision for a New Workplace Reality
 - a. Responsibilities
 - i. To the organization
 - ii. To the team
 - iii. To the performer
 - b. Supervision/Management defined
 - i. Case Study: What Would You Do?
 - c. Overview of core duties:
 - i. Plan & Organize
 - ii. Assignment/Delegation
 - iii. Evaluation & Assessment
 - iv. Documentation
 1. How
 2. When
 3. Why
 - v. Feedback
- IV. Understanding Organizational Time
- V. Delegation: The Key to Success
 - a. Why delegate?
 - b. How to delegate?
- VI. Summary and wrap-up

DAY 2:

- I. Understanding Mental Models
- II. Leadership With Purpose
 - a. Leadership Styles
 - b. Situational Leadership
- III. Communication Matters
 - a. Giving Feedback
 - b. Performance Documentation
 - c. Holding Team Meetings
 - d. One-on-One Meetings
- IV. Summary and Wrap-Up