PHOENIX TS

Government Supervisor Training

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Often, new supervisors feel that they're thrown into the deep end of a pool with no idea of what to do except tread water. This course is an excellent beginning to the role and will help participants to determine what is needed. There are five keys to surviving life as a supervisor: be a learner, refresh your network, leverage a mentor, set limits, and let go.

In addition, this course emphasizes performance management. Performance management consists of two main elements: goal setting and performance review. The outcome is based on how or what employees did; in other words, their behavior. This is consistent with the behaviorally-based approach to managing behavior, also known as the Shared Management Model.

Upon successful completion of this course, participants will be able to do the following:

- Clarify the scope and nature of a supervisory position.
- Learn some ways to deal with the challenges of the role.

- Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization.
- Learn key techniques to help you plan and prioritize effectively.
- Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision.
- Develop strategies for motivating your team, giving feedback, and resolving conflict.
- Understand the role of goal setting in performance management.

- Have tools to help your employees set and achieve goals.
- Have a three-phase model that will help you prepare employees for peak performance, activate their inner motivation, and evaluate their skills.
- Have a better knowledge of motivational tools and techniques.

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Course Outline

Module 1: Course Overview

Module 2: Adjusting to Your Role

- A Survival Guide
- Making the Transition
- The Puzzle Exercise

Module 3: A Supervisor's Responsibilities

- Fundamental Responsibilities

Module 4: Action-Centered Leadership

- The Action-Centered Leadership Model
- Considering the Possibilities

Module 5: Making Plans

- Old Sayings with Staying Power
- Urgent-Important Matrix
- Prioritizing Case Study
- The Elements of Planning

- Planning to Plan

Module 6: Setting Goals

Module 7: Defining Leadership

- What is Leadership?
- Brief History of Leadership Studies

- The Leadership Formula
- Case Studies

Module 8: The Situational Leadership Model

- About Leadership
- Understanding Your Comfort Zone

Module 9: What's Your Type? How About Mine?

- Assessing Your Preferences
- What Does it Mean to Have a Number?

Module 10: Team Building Tips

- Green Vegetables

- What is a Team?
- Advantages and Disadvantages of Team
- Square Rope

Module 11: Developing a High-Performing Team

- The Five Stages of Team Development

- How Can I help?
- Team Problem Solving
- Team Leadership

Module 12: Communication Skills

- Defining Communication

- Communication Barriers
- My Favorite Vacation
- Active Listening Skills
- Probing Techniques
- The Communication Process

Module 13: Motivating Employees

- To Motivate or Instigate
- Making Connections

Module 14: Orientation and Onboarding

- The First 48 Hours

- How Did Your Orientation Rate?

Module 15: Training Tips and Tricks

- The Tie
- Guidelines for Effective Training
- Developing Your Training Skills

Module 16: Providing Feedback

- Six Characteristics of Effective Feedback

- Skill Building
- Receiving Feedback

Module 17: Doing Delegation Right

- What is Delegation?
- Defining Delegation
- Delegation Role Play

Module 18: Dealing with Conflict

- The Conflict Resolution Process

- The Problem Solving Process
- The Conference

Module 19: Managing Disciplinary Issues

Module 20: The Shared Management Module

Module 21: Setting Goals

- Setting Goals with SPIRIT
- Getting Into It

Module 22: Phase I (Preparation)

- Choosing the Right Person for the Job
- Setting Standards

- Effective Training
- Coaching 101
- Coaching Exercise

Module 23: Phase II (Activation)

- Overview

- Motivation

Module 24: Phase III, Part A (Ongoing Evaluation)

- Characteristics of Effective Feedback
- Individual Exercise
- Positive Feedback

- Constructive Feedback
- Accepting Criticism

Module 25: Phase III, Part B (Formal Evaluation)

- Overview
- Case Study: What Upset John?

- About Performance Review

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