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PHOENIX TS

The Supervisory Role

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

This 2-day, instructor led course is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority. This class is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. At the conclusion of this course, participants will be able to:

- Adjust to the supervisor's role with confidence.
- Develop their skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- Identify key attitudes that they can develop to enhance their supervisory skills.
- Use time management and planning techniques to maximize their success.
- Develop a technique for giving instructions that are clear and understood.
- Understand the importance of developing good relationships with employees and peers, so they are seen as fair and consistent.

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: Making the Transition

- How Will My Role Change?
- Questions Supervisors Have

Module 3: Responsibilities of a Supervisor

- Making Connections

Module 4: Key Behaviors and Attitudes

- Building the Right Environment
- Motivation from Within
- Committing to Lifelong Learning

Module 5: Setting Goals

- Know Where You Are Going
- Setting Goals with SPIRIT

Module 6: Planning for Success

- How Can Planning Help Me?
- Getting Things in Order
- Mastering Email
- Time Management Tips
- The Parts of a Good Plan
- The Next Steps

Module 7: Active Listening Techniques

- About Active Listening
- Key Listening Skills
- Tips for Becoming a Better Listener

Module 8: Communication Skills

- Questioning Skills
- Probing Techniques
- Pushing My Buttons
- What Is Said and What Is Heard
- Managing Non-Verbal Messages

Module 9: Giving Feedback

- Six Characteristics of Effective Feedback
- Skill Building
- Receiving Feedback

Module 10: Giving Instructions

- Paper Tearing Exercise
- Techniques for Giving Instructions

Module 11: Orders, Requests, and Suggestions

- Defining the Terms
- Making Connections

Module 12: Managing Conflict

- The Conflict Resolution Process
- Breaking Down the Process

Module 13: Managing Challenging Situations

- Steps for a Difficult Conversation

Module 14: Developing Relationships

- Understanding Your Relationships

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GSA

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