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PHOENIX TS

Transitioning to Team Lead or Supervisor

Course Overview

This 1-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.

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



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- 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
- Establishing Credibility

Starting at **\$1,095**

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