



Course: Supervisor to Manager: Making the Transition

Contact Hours: 12

Pre-requisite: None

Abstract

The focus of this seminar includes identifying the challenges and changes needed to make the transition from working as a supervisor to a manager.

Target Audience

New frontline supervisors/managers, recently-promoted supervisors/managers, team leaders, peer leaders, employees considering management opportunities.

Learning outcomes

On completion of this course, learners will be able to:

- 1) providing feedback for desired performance
- 2) managing conflict that inevitably occurs in the workplace.
- 3) Participants will learn their primary modes of operation when faced with conflict and will identify strategies to strengthen their less used modes.

Course Content

Day 1 Outcomes:

- New Managers will gain a clear view of shifts that need to be made to be successful
- Strategies will be identified to deal with common situations/problems/challenges that new Managers face
- Actions for increasing credibility, efficiency, and influence will be practiced
- Individual styles and preferences will be identified and strategies for flexing will be discussed
- Identification of personal challenges with managing time
- The practices of effective delegation including striking the balance between supportive follow-up and micromanagement.

Day 2 Outcomes:

- Increased comfort and confidence in providing both supportive and constructive feedback through discussion, modeling and practice.
- New Managers will learn their primary conflict management modes and how they contribute both positively and negatively to the work environment
- New Managers will be more prepared to have difficult coaching conversations
- Understanding of how preferences (identified in Day 1) influence how one manages time
- Better use of technology to organize and manage time
- Action plan to move forward