

Supervising Others

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The Supervising Others workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.



Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Setting Expectations

- Defining the Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting Expectations in Writing

Module Three: Setting Goals

- Understanding Cascading Goals
- The SMART Way
- Helping Others Set Goals

Module Four: Assigning Work

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

Module Five: Degrees of Delegation

- Level One: Complete Supervision
- Level Two: Partial Supervision
- Level Three: Complete Independence

Module Six: Implementing Delegation

- Deciding to Delegate
- To Whom Should You Delegate?
- Providing Instructions
- Monitoring the Results
- Troubleshooting Delegation

Module Seven: Providing Feedback

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback

Module Eight: Managing Your Time

- The 80/20 Rule
- Prioritizing with the Urgent-Important Matrix
- Using a Productivity Journal
- Using Routines and Rituals to Simplify Your Workday

Module Nine: Resolving Conflict

- Using a Conflict Resolution Process
- Maintaining Fairness
- Seeking Help from Within the Team
- Seeking Help from Outside the Team

Module Ten: Tips for Special Situations

- What to Do If You've Been Promoted from within the Team
- What to Do If You're Leading a Brand New Team
- What to Do if You're Taking on an Established Team

Module Eleven: A Survival Guide for the New Supervisor

- Ask the Right Questions of the Right People
- Go to Gemba
- Keep Learning!

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations