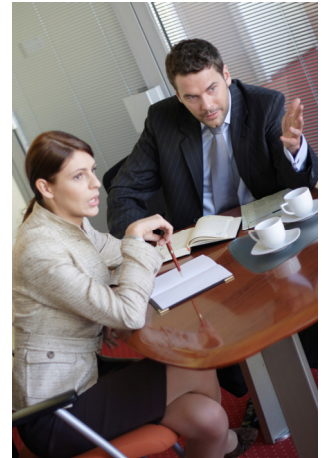


Course Description

A Supervisor's Guide to Leadership Through Applied Coaching and Mentoring AMS221



Overview

This course delivers current best practices of successful managers in today's business environment. You will learn how the best supervisors, team leaders and managers motivate, evaluate, coach and develop employees. The course provides strategies for overcoming the leadership, management and ethical challenges facing supervisory personnel and their staffs. Emphasis is placed on establishing and managing goals, change management, diversity, and coaching, achieving goals as a team, and managing with performance standards. The course will also illustrate an effective approach to implementing improvement initiatives.

Learning Objectives

- Develop effective communication skills
- Establish your style of leadership
- Assess responsibilities against abilities
- Define and delegate responsibilities against deadlines
- Formulate an action plan
- Set and communicate measurable standards against corporate objectives
- Develop a team environment by building spirit, motivation, role modeling and empathy
- Give effective performance appraisals
- Implement corrective actions
- Develop solid record keeping skills
- Learn how to manage difficult employees and situations proactively
- Understand the psychology of change and leadership's role in a shifting environment
- A deeper understanding of supervising, coaching and leading
- Improved communication with direct reports
- Adapt your leadership style to meet the needs of a diverse staff
- Apply delegation strategies to increase productivity
- Learn best practices for coaching to maximize your team's performance

Format

The format of the course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by exercises using real conflict situations.

Duration

This course may be presented in two or three day formats based on client needs and focus areas. For more information please contact your AMS Learning Consultant.

Who Should Attend

Experienced and newly appointed managers responsible for development and support of staff would benefit by taking this course.