

## Leadership Training for Supervisors



<b>Duration</b>	4 half-day sessions / 16 hours
<b>Pre-Requisites</b>	Should have people reporting to them
<b>Audience</b>	Supervisors, team leaders, lead hands, etc.
<b>Class Size</b>	12 participants maximum

### ■ Improved Productivity

Train your Supervisors to “Lead - not just manage” and watch your organization reach higher levels of achievement. Front Line Leadership enforces the principle that every level of supervisor is responsible for creating an environment in which people understand what is expected of them, can communicate effectively with each other, are involved in decision making and take accountability for the work entrusted to them. Through this shared responsibility and accountability it has been shown consistently that measurable improvement in productivity will be achieved.

As of Spring 2006, over **900 Supervisors** have benefited from the Front Line Leadership program.

*“Covered the basics and more. The small size of the class gave us lot of time to interact and tackle work-place issues/problems. Very hands-on program.”*

#### **Supervisor - Plastics Industry**

*“My organization has worked with Catalyst Training for the last 5 years and over that time we have enrolled upwards of 20 supervisors through their Front-Line Leadership Program. We used both the in-house and external enrollment options to get our supervisors through the 2 to 4 day formats and the feedback from our people has been very positive. We are very pleased with how the program has benefited our people and so have decided to use it as a core program for all our new and upcoming supervisors.”*

#### **Director Human Resources - Processing & Distribution Company**

### ■ Organization Benefits

- Improved productivity and results.
- Enhanced teamwork.
- Motivated people.
- People accepting responsibility and accountability.
- Less conflict.
- Fewer performance and discipline issues.
- Effective communication.
- Higher levels of goal achievement.
- Less crisis management.

### ■ Individual Benefits

- Better use of time.
- Feeling more in control.
- Less stress.
- More confidence.
- More empathy & understanding of people.
- Improved communication & coaching skills
- Better overall management skills.

## Session 1

- Leadership & its implications
- Goal Setting for Success

## Session 2

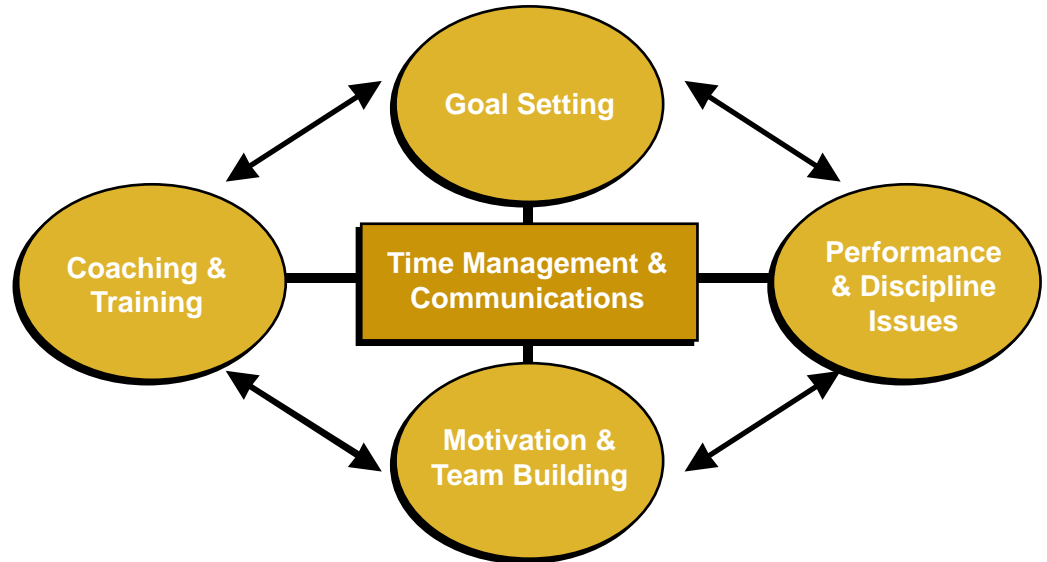
- Time Management
- Communication

## Session 3

- Coaching & Training
- Dealing with Performance, Discipline and Attitude Issues

## Session 4

- Conflict Management
- Motivation
- Team Building



## Program Features

Workbook - Customized to specific organizations

Case Studies - Based on the reality of the workplace

Personal Assessment Forms - To improve personal awareness

Personal Action Plans - Included at the end of each section to help track progress against goals

## The Four Steps

- 1) Each participant must recognize that they are all leaders and that this brings with it many responsibilities. One of the main responsibilities is to ensure that they know how to set goals for their own success and for the success of the people and the organization.
- 2) Two of the main things standing in the way of effective leadership are the ability to manage time effectively and the ability to communicate effectively. The 2nd session examines how both can be achieved.
- 3) Coaching and training are two of the key skills that leaders must understand and be comfortable with. Then, handling performance and discipline issues and attitude problems becomes easier.
- 4) The last step is to recognize and deal with conflict, understand the principles of motivation, and to build a high-performance team based on mutual understanding and trust.

*The Front Line Leadership program works!*

We will be glad to give you references to a broad range of companies on how over 900 participants have benefited significantly from the program.