

Supervisor Essentials

Supervisor Essentials' top skills and knowledge that a supervisor needs to learn:

- Describe supervisory skill qualities and how it applies to today's work environment.
- Use an understanding of communication styles to develop strategies for applying effective personal and interpersonal skills to relationships in the workplace.
- Apply motivational insights to formulate a plan to maximize the achievement and contribution of each employee to become a top performer.
- Use behavior based questions during the hiring interview.
- Help employees set goals, objectives, strategies and means of measurement for effective planning and decision-making.
- Recognize and reward performance that meets expectations.
- Counsel with employees to implement developmental performance improvement plans to improve weak areas.
- Overcome resistance to counseling.
- Use modern coaching skills to maximize performance.
- Apply the trust equation: credibility + reliability + intimacy / self-promotion.
- Recognize and use the six channels of persuasion.
- Mentor top performers for career development.
- Describe different sources of conflict and the advantages and disadvantages of five varying responses to conflict.
- Implement disciplinary actions within the context of legalities.
- Listen, learn and understand
- Appraise performance and reward performance that meets expectations by giving and receiving feedback
- Conduct effective tail boarding and team meetings that keep team members focused and energized