

New Supervisor: Leadership

Description:

This two-day workshop-style development program explores core management skills and competencies most critical to supervisory effectiveness. The workshop focuses on emotional intelligence in the workplace, problem solving and decision making, change management, and accountability in teams.

Course Outline:

DAY 1

Emotional Intelligence (morning)

- Emotional Intelligence: A Primer
- Strategies for using EQ
- EQ and Teams

Problem Solving and Decision Making (afternoon)

- Problem solving strategies
- Better brainstorming
- Case studies

DAY 2

Change Management (morning)

- 4 Reactions to Change
- How to get Better at Dealing with Change
- How to deal with Resistance to Change

Accountability (afternoon)

- What is accountability?
- Accountability viewpoints
- Tips, Tricks, and Take-aways