



Hello,
Thank you for
downloading the
Leadership Skills for
Supervisors Sample. We
hope this meets your
needs.

Ryan

Supervisors and Managers Series

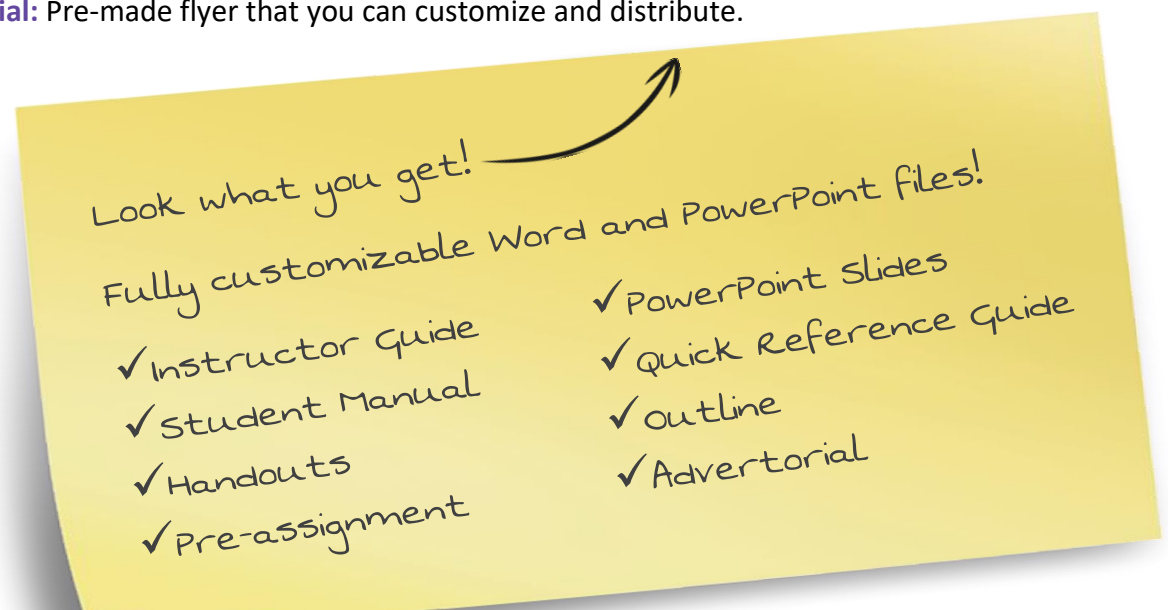
Leadership Skills for Supervisors

PREFACE

UNDERSTANDING YOUR TRAINING PACKAGE

Your Velsoft training package contains the following items:

- **Instructor Guide:** Contains all textbook information plus this preface, icebreakers, activities, delivery tips, and more!
- **Student Manual:** Contains textbook information as well as areas to take notes. Each manual also includes an evaluation form, action plan, and recommended reading list.
- **Handouts:** Contains pre- and post-class answer keys as well as any additional information or activity resources.
- **Pre-Assignment:** Task for participants to complete before the workshop to get them thinking about the learning that will take place.
- **PowerPoint Slides:** PowerPoint presentation highlighting talking points in the course.
- **Quick Reference Guide:** Two-page cheat sheet of tips and facts covered in the course.
- **Outline:** Word document that outlines the overview and objectives of the course and summarizes each session to be covered.
- **Advertorial:** Pre-made flyer that you can customize and distribute.



This is a sample. The number of pages is limited.

PREPARING FOR TRAINING

To begin, **read through this Instructor Guide**. This is intended to be a guide and not absolute! Be guided by your experience, the needs of the participants, and your own common sense, as well as the information in here. Most of the suggestions and all of the information have been developed through research and hands-on, classroom experience, but you will want to customize the material for your particular audience.

Practice writing on flip chart paper before the workshop. You may want to draw lines on the paper (lightly, in pencil) to help you. As well, many of the flip charts suggested in this course can be prepared ahead of time. The first page should be set up like this:

- Name of Workshop
- Facilitated by < Your Name >
- Your Organization's Name

For an extra touch, include sheets with the words Courtesy, Participation, and Confidentiality written on them and post them around the room. You might also want to add the words Exercises, Role Play, Learning, and Fun.

Have an **emergency kit** ready with the following items:

- Extra markers
- Tape and sticky putty
- Adhesive bandages
- An extension cord
- Safety pins
- Tissues
- A bottle of water
- A fuzzy toy (which can be used for many activities and to spice up any lecture)

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Arrive at least one hour before the start of the session to ensure that:

- Signs are placed directing trainees to your room.
- The classroom is set up as desired.
- You know where washrooms, break facilities, smoking areas, and fire exits are located.
- You have all necessary resources for the day.
- Materials for the morning are laid out, particularly for the icebreaker.
- Pens, sticky notes, and scrap paper are placed at every table.
- If you are using a laptop, it should be connected to the projector and both items should be turned on.

OUR TOP 10 TRAINING TIPS

Although we will provide advice throughout the workshop, there are a few tips that we think every trainer should know.

1. Always **shake hands with each participant** and introduce yourself as they come into the classroom. This breaks the ice and sets the type of friendly atmosphere that is conducive to learning.
2. Always **practice** before the big day, even if you have delivered the course beforehand.
3. Bring **extra activities** with you, such as a list of children's games that is adjusted for adults.
4. Always have a **backup plan**! For example, if you plan to use PowerPoint slides, make sure you have a copy of the Instructor Guide, which includes the information to be covered.
5. It is a good idea to **print the instructor guide and place it in a three-ring binder**, including any customized information. Also, during the workshop make notes about what worked and what didn't. This will be a resource that you can build on in the future too!

This is a sample. The number of pages is limited.

6. **Things will go wrong** during your workshop. If you are well prepared and confident, you should be able to resolve most situations quickly and easily. Try not to let participants see you stressed!
7. **Involve participants** as much as you can. Have them help you set the agenda, guide activities (by passing out or collecting forms, for example), lead discussions, and improve the course. The more participants put into it, the more they will get out of it.
8. **Be ready to learn.** Often, workshop instructors learn something during the sessions. Challenge yourself!
9. Tie everything **back to the workplace**. It's no good knowing information unless participants know how to use it.
10. And finally... do not be afraid to **have fun**! Bring a few fuzzy toys and use them as a speaking hat during discussions – whoever is speaking has the toy. Plus, it sparks creativity and keeps participants interested.

MATERIALS REQUIRED

- Flip chart paper
- Markers
- Soft ball or object
- Ball of yarn or string (Morning Icebreaker)

This is a sample. The number of pages is limited.

RELATED COURSES

- Business Leadership – Becoming Management Material
- Coaching and Mentoring
- The ABC's of Supervising Others
- The Professional Supervisor
- Time Management —Get Organized for Peak Performance

ADDITIONAL RESOURCES

If you would like more information on training, Velsoft offers Train-the-Trainer courses at several different levels. We also like the following books:

- *The Trainer's Tool Kit*, by Cy Charney and Kathy Conway
- *Diversity Training*, by Cris Wildermuth
- *Games that Teach*, by Steve Sugar
- Sivasailam Thiagarajan's books on games and activities

If you have a favorite resource, please share it with us!

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AGENDA

8:30-8:45	Icebreaker: Spinning a Tale
8:45-9:00	Session One: Course Overview
9:00-9:15	Session Two: Pre-Assignment Review
9:15-10:15	Session Three: What's Your Type? How About Mine?
10:15-10:30	Break
10:30-10:45	Session Four: Introversion/Extroversion
10:45-11:25	Session Five: Understanding Leadership
11:25-11:45	Session Six: Manage Your Time and Your Energy
11:45-12:00	Morning Wrap-Up
12:00-1:00	Lunch
1:00-1:15	Energizer: Wishing You Were Somewhere Else?
1:15-1:45	Session Seven: The Commitment Curve
1:45-2:45	Session Eight: Employee Development Models
2:45-3:00	Break
3:00-3:30	Session Nine: Dealing with Conflict and Difficult Issues
3:30-4:15	Session Ten: What Successful Leaders Do
4:15-4:30	Workshop Wrap-Up

SESSION ONE: COURSE OVERVIEW

Ask students to turn to Session One in their workbooks. Read the introduction.

Workbook Material

Supervisors represent an important force in the economy. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This one-day course will give you the skills in communication, coaching, and conflict that you need to be successful.

LEARNING OBJECTIVES

At the end of this workshop, you will be able to:

- Learn ways to prioritize, plan, and manage your time.
- Identify your primary leadership style.
- Develop some flexibility to use other leadership styles.
- Determine ways you can meet the needs of employees and co-workers through communication and coaching.
- Explore ways to make conflict a powerful force for creative, well-rounded solutions to problems.

Give participants a moment to write down their own learning objectives in their workbook.

This is a sample. The number of pages is limited.

ACTION PLANS AND EVALUATIONS

Next, pass out evaluations and action plans. (Both of these items are in the Handouts folder and the Student Manual.) Ask participants to work on these throughout the day. They will also have a few minutes at the end of the workshop to finalize their ideas.

Handy Quotes

“Management is about persuading people to do things they don’t want to do, while leadership is about inspiring people to do things they never thought they could.”

— **Steve Jobs, co-founder of Apple Computers**

SESSION TWO: PRE-ASSIGNMENT REVIEW

(9:00-9:15)

📌 Activity Ideas

📄 Slide and Handout Material

Participants were asked to complete a brief questionnaire about their leadership skills. The questions were:

- What kind of leader do you prefer to work with? What traits do they have that resonate with you?
- Who is the best boss you ever reported to? What was so good about them?
- Are you the type of leader that you would like to work for? Why or why not?
- What things are you most interested in learning about in order to become a better leader?

Organize participants in groups of three or four. Ask them to share their answers (with focus on the fourth question), discuss what their answers mean, and consider what they can do to be a leader that people would like to work for.

📄 Workbook Material

There is room in the workbook for participants to record their ideas.

Let's have a look
at Session Two, it's
one of my favorites.

WORKSHOP WRAP-UP

(4:15-4:30)

Take the last 15 minutes for a quick review and to answer any questions the class may have.

In closing:

"The greatest leader is not necessarily the one who does the greatest things. He is the one that gets the people to do the greatest things." — **Ronald Reagan, 40th President of the United States.**

"Leadership is unlocking people's potential to become better." — **Bill Bradley, former professional basketball player who served three terms as a United States senator, and has authored seven non-fiction books including We Can All Do Better.**

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader." — **John Quincy Adams, sixth President of the United States.**

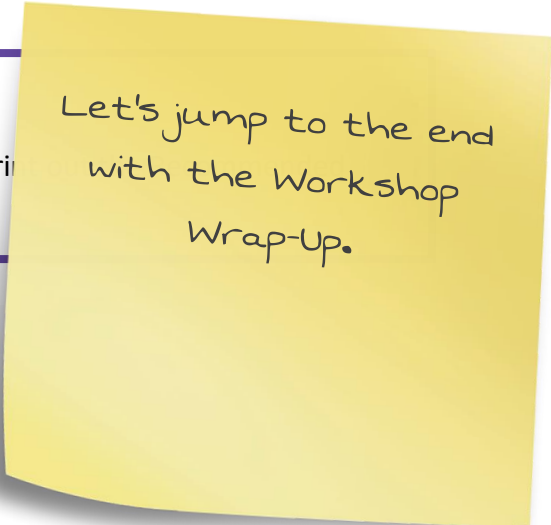
"A leader's role is to raise people's aspirations for what they can become and to release their energies so they will try to get there." — **David R. Gergen, political analyst, former presidential advisor, and professor at the Center for Public Leadership.**

"Leadership is a process of social influence, which maximizes the efforts of others, towards the achievement of a goal." — **Kevin Kruse, Forbes leadership columnist and book author, named to Top 100 Business Thought Leaders by Trust Across America.**

This is also a good time to help participants wrap up their action plans, collect evaluations, and to pass out certificates.

Trainer's Tip

If you haven't provided students with the Student Manual, prior Reading List and give it to participants as a bonus.



Let's jump to the end
with the Workshop
Wrap-Up.