



Hands-on Supervision

This one-day workshop gives first level supervisors the basic hands-on skills needed to effectively manage their work and to motivate others. This course is focused on manufacturing and field/warehouse environments.

Skills learned in this course are:

- Creating a foundation of trust
- Involving others to motivate and create ownership
- Applying effective coaching techniques
- Understanding the communication challenge
- Giving and receiving effective feedback
- Managing conflict through "straight talk"

Building the Foundation: Overview and Introductions	8:00 - 8:30
Discussion: "Current Workplace Challenges"	8:30 - 9:00
The Challenge Ahead: Effective Supervisory Behaviors	9:00 - 9:15
Case Study Exercise: "Who Will Survive?"	9:15 - 9:45
BREAK	9:45 – 10:00
Team Exercise: "Win As Much As You Can"	10:00 - 10:20
Discussion: "Foundation Skills"	10:20 - 10:50
Exercise: "How and Why?"	10:50 - 11:20
The Foundation	11:20 - 11:30
Summary and Action Notes	11:30 - 11:45
Lunch	11:45 - 1:00
Communication and Conflict: Overview and Objectives	1:00 — 1:05
Communication Cycle	1:05 — 1:15
How Do We Communicate: Visual, Vocal, and Verbal	1:15 — 2:05
BREAK	2:05 — 2:15
Coaching and Active Listening	2:15 — 2:50
Feedback and Straight Talk	2:50 — 3:20
BREAK	3:20 — 3:30
Handling Conflict and Emotions	3:30 — 4:15
Exercise: Conflict Situations	3:40 — 4:10
Summary	4:10 — 4:20

Audience	Length	Tools	Participants	Format
First level Supervisors	1 day		12	Classroom, leader led, interactive, skills practice