

CONTINUING EDUCATION

COURSE OUTLINE – Supervising Others

INSTRUCTOR: N/A

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PREREQUISITE(S): None

REQUIRED TEXT/RESOURCE MATERIALS: Course materials are supplied.

CALENDAR DESCRIPTION:

Supervising others can be a tough job. Between managing your own time and projects, helping your team members, and assisting other supervisors, your day can fill up before you know it. This course will help you become a more efficient and proficient supervisor, with information on delegating, managing time, setting goals and expectations (for yourself and others), providing feedback, resolving conflict, and administering discipline.

CONTACT HOURS: 10 hours

DELIVERY MODE(S): Online self-paced

TRANSFERABILITY: N/A

GRADING CRITERIA:

Upon completion of the course, you will receive an Acknowledgement of Course Completion certificate. This course is part of the Supervision Fundamentals Certificate Program. Upon completion of the necessary program requirements, you will receive a Program Certificate.

EVALUATIONS: Successful completion of an Evaluation of Learning (minimum 70%).

STUDENT RESPONSIBILITIES: Completion of any practice lessons, quizzes, assignments, or tests.

COURSE SCHEDULE/TENTATIVE TIMELINE:

Dates vary (refer to website for current availability).

LEARNING OBJECTIVES:

- Learn some ways to deal with the challenges of a supervisory role.
- Identify key attitudes that you can develop to enhance your supervisory skills.
- Use time management and planning techniques to maximize your success.
- Develop a technique for giving instructions that are clear and understood.
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.
- Identify good relationship skills.
- See the importance of responsible decision making and identify decision traps that should be avoided.
- Learn how to manage various personality types in the office.
- Set expectations for your staff.
- Learn what generation gaps exist and the differences between each one.
- Leverage the benefits of generation gaps at work.
- Define what culture is and how it shapes the workplace
- Identify how stereotypes shape our perception
- Define and practice the areas of emotional intelligence in the workplace.
- Understand and build skills in leading and facilitating a meeting

COURSE CONTENT

Session 1: Course Overview

- Workshop Objectives

Session 2: Making the Transition

- What to Do If You've Been Promoted From Within the Team
- How Will My Role Change?
- What to Do If You're Leading a Brand New Team
- What to Do If You're Taking on an Established Team
- Questions Supervisors Have
- A Survival Guide

Session 3: Responsibilities of a Supervisor

- Action-Centred Leadership
- Considering the Possibilities

Session 4: Key Behaviors and Attitudes

- Building the Right Environment
- Motivation from Within
- Committing to Lifelong Learning

Session 5: Planning for Success

- The Elements of Planning
- Planning to Plan
- Getting Things in Order
- Urgent-Important Matrix
- Mastering E-mail
- Time Management Tips
- The Parts of a Good Plan
- The Next Steps

Session 6: Giving Instructions

- Setting Expectations
- Understanding Learning Styles
- Obstacles to Effective Instructions
- Orders, Requests, and Suggestions

Session 7: Managing Challenging Situations

- Steps for Difficult Conversation
- Case Studies
- Younger Bosses Managing Older Workers
- Disciplinary Issues

Session 8: Office Politics

- Responsible Decision-Making
- Dealing with Rumors, Gossip, and Half-Truths
- You are Not an Island
- Social Events Outside of Work

Session 9: Developing Relationships

- Understanding Your Relationships
- Identifying Relationship Skills
- Accept Input
- Honest Feedback
- Keep Promises
- Respect
- Dealing with Different Personalities

Session 10: Understanding Generation Gaps

- What Generations Exist in the Workplace
- What Defines a Generation
- What this Means in our Workplace
- The Five Generations
- Differentiation Between Generations
- Managing Conflict Between Generations
- Benefits of Generation Gaps

Session 11: Managing Across Cultures

- What is Culture?
- Culture in the Workplace
- About Stereotypes
- Globally Useful Attitudes
- High and Low Context Cultures
- Handling Miscommunication
- The Cornerstones of Diversity
- Dealing with Culture-Based Conflicts Between Employees
- Giving Culturally Sensitive Feedback

Session 12: Emotional Intelligence

- Defining Emotional Intelligence
- The Six Seconds Model
- Emotional Intelligence at Work
- Validating Emotions in Others
- The Emotional Map
- Applying Emotional Intelligence

Session 13: Meeting Management

- Meeting Effectiveness Questionnaire
- Meeting Participants
- Types of Meetings
- The Best and Worst of Meetings
- Holding Productive Meetings
- Setting an Agenda
- Leading a Meeting
- Your Role as Group Leader
- How to Control a Meeting