

Department of Corporate Training

Supervisory Skills Series
Core Communication Skills for Today's Supervisors

Program Overview

This workshop will focus on best practice concepts, tools and training for new and experienced supervisors. The content has been designed to accurately reflect the challenges supervisors face in today's organizations big and small. Managing people in today's fast paced work environments during good and bad economic times can be difficult. This one day workshop will be very experiential: hands-on discussion, case studies, skill practices and small group activities.

Participants will complete a self-assessment to help them better understand their strengths and opportunity areas as communicators.

Program Outline Sample

Morning

- Challenges as a Supervisor Today: Making yourself heard as you manage UP and Down in the organization
Group Activity
- The Human /Business Model: Addressing personal and professional needs
- Communication Self-Assessment
- Communication Types Group Activity: Understanding Yourself and Others

Afternoon

- Communication Lab (Experiential Activities)
- Video
- Active Listening/Reframing/I-Statements
- Boss Case Studies/Skill Practices
- Direct Report Case Studies/Skill Practice
- Individual Action Plan

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