

Maximizing Supervisory Effectiveness™



Maximizing
Supervisory
Effectiveness

Critical Skills for the Exceptional Supervisor

The book cover features a photograph of a mountain range at sunset or sunrise, with a lake in the foreground reflecting the sky. The title is in a large, purple, serif font, and the subtitle is in a smaller, italicized, sans-serif font.

Critical Skills for the Exceptional Supervisor



MISSION:

Critical Skills for the Exceptional Supervisor

YOU WILL LEARN HOW TO:

- ▶ Gain a first hand understanding of your organization's leadership priorities, structure, and key strategic goals and plans and how to support them.
- ▶ Unlock the mystery of employee behavior in order to gain cooperation and greater productivity.
- ▶ Reduce stress and improve work life balance through more effective self-organizing skills and greater staff accountability.
- ▶ Improve personal leadership skills by improving staff morale and overcoming a sense of betrayal through enhanced respect, trust, and real frontline engagement and empowerment.
- ▶ Create high-performing interpersonal relationships and practical teamwork by minimizing conflicts and improving individual job satisfaction.
- ▶ Improve and foster greater staff productivity through high-impact communication skills, both verbal and written.
- ▶ Share difficult information and decisions to gain an understanding and acceptance.

SEMINAR ATTENDEES SAY IT BEST:

“Outstanding! Hit on the nose the hardest issues leaders have! Ideas and suggestions that are easy to work with and that can make a difference.”

– Deanna Hunter, Manager Nutrition, Mercy Medical Center

“Significant suggestions for focusing on what really matters and how to move towards a more meaningful life – thank you.”

– Julie Bautista, RN, Children's Hospital Central California

“After hearing the presentation, there is no reason to not change because every obstacle and attitude was covered.”

– Monica Small, Nurse Director, Sutter Health

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Critical Skills for the Exceptional Supervisor



EDUCATIONAL OFFERING:

I. Effective Leadership

II. Understanding our Organization & Culture

III. Why People do What They Do – Understanding Diversity

IV. Self Understanding

1. Personal Accountability & Keeping Agreements
2. Personal Adaptability
3. Work/Life Balance
4. Stress Management
5. The Totally Organized Leader

V. People Leadership – Attributes of Leadership

1. Defining Leadership vs. Management
2. The Power of Consistency
3. Inspiring Trust
4. Showing Respect
5. Engage & Inspire
6. Role Modeling

VI. People Leadership – Interpersonal Relationships

1. Building Relationships
2. Creating High Performance Teamwork
3. Enhancing Effective Individual Job Satisfaction
4. Managing Conflict

VII. People Leadership – Communication

1. Fostering Open Communication
2. Maintaining Confidentiality
3. Speaking with Impact
4. Effective Listening
5. The Effective Memo
6. Meeting Mastery
7. Don't Shoot the Messenger

VIII. 1. Seminar-at-a-Glance & Personal DO IT Plan

2. Group Discussion

IX. Performance Evaluation Tool

X. Notes

