

Advanced Supervisor Training

One of the biggest concerns expressed to us during training classes is the lack of training provided to supervisors. Typically, workers are promoted to the supervisory level because of their technical skills, not their people-management skills. Supervisors who are expected to be the problem solvers, decision makers, responsibility holders and result producers, in a daily work environment that features change, issues and ill structured problems receive little or no training on how to handle these issues.

A knowledgeable supervisor has a direct impact on team performance and productivity. Providing training that teaches the supervisor the skills to effectively deal with issues that arise on numerous occasions during the shift will lead to improvements on both team performance and productivity.

We have just completed a very successful pilot session of this Advanced Supervisor Training course and are now making this course part of our regular schedule.

This is a six day course that will run one day a week for six consecutive weeks.

The course structure is as follows

Day 1-2 –*Role of the Supervisor

- This inter-active workshop will identify the responsibility of the supervisor in today's dynamic business environment. Major topics to be covered include:
 - Guidelines for making the successful transition from employee to supervisor
 - The qualities of an effective supervisor
 - The supervisor's role in communicating within the organization
 - The supervisor's role in facilitating team development
- Participants will take away work to be completed during the week between classes. This work is very important because it forms the focus of discussion at the following session

Day 3-4 – *Increasing Productivity/Improving Employee Work Habits

- This workshop will help supervisors recognize effective ways to improve a team member's work. Absenteeism, repeated tardiness, drug and alcohol abuse will be addressed. The truly effective supervisor will translate the rules into codes of conduct meaningful to the team member and will do it in a supportive, non-threatening way.
- Participants will take away work to be completed during the week between classes. This work is very important because it forms the focus of discussion at the following session

Day 5 – Morning Session – Cultural Diversity

- Culturally diverse workers are a reality in the Alberta workplace. To manage successfully in a culturally diverse workplace, supervisors must add intercultural communication to their skill set. This cultural diversity workshop will explore the cultural knowledge, skills and awareness necessary to identify and overcome cross-cultural communication barriers. Participants will look at unwritten expectations in the workplace through a cultural lens and using concrete examples participants will practice strategies for effective interaction in the culturally diverse workplace.

Afternoon Session - Occupational Health & Safety Legislation

- This four (4) hour session will deal with the supervisor responsibility under provincial occupational health and safety legislation. The course will explain the concept of “Due Diligence” and the importance of having programs in place to prevent injuries. Bill C45 and recent court cases where employers, supervisors and workers have been prosecuted will be reviewed.

Day 6 – Morning Session – Cultural Diversity

Afternoon Session - Modified Work

- This four (4) hour session will deal with the importance of using modified work. Unfortunately even with safety programs in place employees still get injured. This session deals with the importance of getting the employee back to the worksite as soon as the physician gives clearance and how you, as the supervisor, should deal with these employees. Students will discuss the costs involved in an injury and how these costs affect the employer as well as the legislation in place regarding “the Duty to Accommodate”.

As a manager or supervisor if you answer YES to any of the following questions you should take this course.

1. Have I had to deal with difficult and unreasonable employees?
2. Have I avoided dealing with an employee problem because I am not sure what to do?
3. Do I have a problem **really listening** when employees come to me with problems?
4. Do I have difficulty organizing my day in an effective manner?
5. Do I have difficulty establishing my credibility, confidence and authority as a supervisor?

*The Role of the Supervisor and the Increasing Productivity/Improving Employee Work Habits will be accepted by NAIT as credits towards their Supervisor Training course.

Participants

This course is open to all managers, supervisors, team leaders and lead hands.

Participants will only be allowed to miss one (1) training session. If they miss more than one (1) session they will not receive accreditation for the course. Please keep this in mind when determining who will attend

Cost

Course cost will be determined by the number of participants but will be approximately \$800 per participant

Schedule

The next courses are scheduled as follows:

Class size is limited to 16 participants

No more than 3 participants will be accepted from any one company in any single class.

To register please call your local office