

Supervisory, Management And Leadership Training Modules



Diana Peterson-More
Facilitating Individuals and Groups to Success

Supervisory Essentials:

» **Tools and Techniques for Effective Communication:**

Clear, effective communication is the key to successful supervision in the contemporary workplace. This session challenges supervisor to ask and listen more, with the goal of having to “tell” less. Techniques are offered to achieve this standard.

» **Employee & Labor Relations: Part I**

This important workplace subject is divided up into two sessions. The first reinforces the contemporary best practice model of employee and labor relations, which commences with coaching, mentoring and counseling, then moves into disciplinary action. The course reviews the at-will nature of employment in California, along with the concept of progressive discipline and the vital steps that need to be undertaken of documentation, open communication and employees’ rights.

» **Employee & Labor Relations: Part II**

The second sessions focuses on Title VII, the Civil Rights Act of 1964 and the protected employment classifications in federal and state law. This session reviews the requirements the employer must undertake to protect itself from claims of discrimination.

Managerial Essentials:

» **Hiring the Right Person for the Job (Skill and Competency Based Hiring):**

When a new employee comes on board, time, effort and energy are expended in training her or him to adapt to the culture, perform the tasks and duties assigned, and to become a contributing member of the team. Money is wasted on hiring the wrong person for the job. Skill-Based Hiring nets better candidates and employees – it is predicated on the notion that one’s past performance is the best predictor of future performance and success. This system is EEO approved; this module trains supervisors on the how-to’s.

» **The Fine Art of Delegation**

“Easier to do it myself;” or “it takes too long to explain,” are two of the most common reasons managers don’t delegate. Learn how to delegate to results not process and the benefits of doing so.

» **Facilitating an Empowered Workforce**

This session focuses on what all leaders need to know and to do to empower their workers to achieve maximum productivity. The training reinforces effective delegation, time management and the feedback loop necessary to ensure goals are met.

» **Performance Management: A Systematic Approach to Goal Setting, Coaching and Appraisals**

Performance management is not an event, e.g., an annual appraisal, rather a system that starts with setting goals, coaching, mentoring and counseling and holding employees accountable. Learn

» **Creating Teams: The Whole is Greater than the Sum of its Parts**

This module introduces managers to the definition and concept of teamwork, and how to achieve same in the contemporary workplace, with the goal of enhancing performance to achieve common goals.

» **How to Conduct an Effective Meeting**

How many of us have suffered through boring meetings? This session focuses on the two-for-one rule; it takes twice as long to prepare as it does to conduct a meeting. Learn the tools for accomplishing same.

» **Timing is Everything: Principles of Time Management and Project Management**

“Begin with the end in mind,” one of Stephen Covey’s *Seven Habits of Highly Successful Leaders*. Learn to stay goal-focused and to develop a plan, whether project or time that builds upon tasks that achieve the goals and builds in “life happens” time.

Leadership Essentials:

» **Cultural Competency -- Leading in a Richly Diverse Organization**

The goal of management is to motivate workers to peak performance. This session provides a back-drop for the multiplicity of differences we all confront in the contemporary workplace in southern California, and how to develop an understanding and appreciation for these differences, that then translates into increased productivity.

» **Managing Conflict: Moving from the Lose-Lose to the Win-Win**

these characteristics are unique to each individual, one theory indicates that conflicts can never be “resolved,” rather they can only be “managed.” This session imparts the skills needed to determine what the parties have in common and to manage to the win-win.

» **Organizational Culture and Political Savvy**

Whether we like it or not, organizational politics are here to stay. Values undergird culture, and organizational culture informs politics. This module focuses on how to recognize politics, inform values and culture and to succeed in a highly charged environment.

Recent Additions:

» **How to Maximize the Richness of Multiple Generations in the Workplace**

Veterans, Babyboomers, GenXers and Millennials bring different cultural norms, skills and expectations to the workplace. Savvy leaders understand how to balance the often competing needs of these employees to achieve success. This training describes the differences, what the workers have in common and how the successful manager can expand impact.

» **Conducting Smart Employee Investigations**

Increasingly, employers are challenged with employment-based complaints, allegations and (sometimes) warnings or threats to take legal action. No longer can these be ignored. Leaders need to add to their toolkit the ability to conduct employment investigations. This module provides tips on how to do successfully; what to avoid; and how to make credibility assessments.

» **Sexual Harassment Prevention, Anti-Bullying and Anti-Gender Identification**

Using an engaged and engaging process, these sessions follow the adage that “one teaches others to fish rather than to give them fish.” The participants develop definitions of sexual harassment and anti-bullying; learn the evolving nature of the law; and, work through case studies articulating what the victim, the perpetrator and the judge and jury might say and conclude. The training meets California’s biannual training requirements, and also is certified to give CA lawyers, the required MCLE credits for Ethics.