

# AAIM Course Description



## Your Role as a Supervisor

New managers and supervisors are often not prepared for the challenges that come with being responsible for managing others. Succeeding in a supervisory role requires more than operational expertise – it takes understanding the expectations others have of you, learning to balance operational and personnel demands, establishing your personal credibility and authority, and creating a productive environment.

### At the end of this course you will be able to:

- Identify what management and your employees expect from you as a supervisor
- Recognize specific practices that positively and negatively impact a supervisor's success and effectiveness
- Explain the characteristics, strengths and vulnerabilities of four basic leadership styles
- Appropriately adjust your leadership style for different employees and situations
- Increase the frequency and ways in which you recognize and reward positive performance
- Assess the strengths/weaknesses of your current work group environment and identify opportunities to improve or enhance this environment

### Topics that will be covered:

- Making the Transition – Supervising, Managing and Leading Others
- Starting Out on the Right Foot – Identifying Expectations
- How Do Your People View You?
- Four Basic Leadership Styles
- Common Employee Types and How to Supervise Them
- Creative Ways to Recognize and Reward Positive Performance
- Building a Strong “Infrastructure” – the Components of a Productive, Positive Work Environment

**Prerequisites:** Managers, supervisors or team leaders, with direct reports, who are either transitioning into the role or have less than three years' experience; managers/supervisors with little or no previous training.

**Advanced Preparation:** There is no advanced preparation for this course.

**Competencies:** Team Management, Interpersonal Skills, Motivating Others

**Delivery Method:** Group-Live | **Course Level:** Basic | **Duration:** Full-day

**Continuing Education/Recertification Credits:** CPE Credits, HRCI Recertification Credits and SHRM Professional Development Credits may be available for this course.