

# AAIM Course Description



## Supervisor Essentials

This series is designed to provide critical management skills to perform duties and responsibilities required of a management member. Participants will be able to develop a clear understanding of their job responsibilities as a supervisor, gain insight into their leadership style and understand the basic skills needed to be an effective supervisor.

**Each day will cover two topic modules:**

### Day 1:

#### **Module 1: Cultivating Situational Leadership**

- Leadership expectations of you as a supervisor
- Your team's expectations
- Role & responsibilities

#### **Module 2: Communication and Your Personal Style**

- Communication models and assumptions
- Your communication style
- Recognizing the styles of others
- Listening skills

### Day 2:

#### **Module 3: Implementing Effective Motivation**

- Creating a motivational environment
- Solving motivation problems
- Principles of rewards, reinforcement, and punishment

#### **Module 4: High-Performance Coaching**

- What is coaching and why is it important?
- Tips & techniques for preparing and writing coaching plans & conducting coaching sessions
- Setting better performance goals

### Day 3:

#### **Module 5: Mastering Conflict Resolution**

- Recognizing the sources of conflict
- Defusing negative behavior
- Conflict Style Inventory: How your style contributes to the cycle of conflict in your team
- The process for resolving conflicts

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## Day 3 (cont.):

### Module 6: Personal Productivity

- Personal productivity principles
- Identifying time challenges
- Effectively utilizing delegation
- Managing inboxes – real and electronic
- Organizing your actions and your workspace

**Prerequisites:** Managers, supervisors and leaders in all types of workplace environments.

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

**Competencies:** Interpersonal Communications, Interpersonal Skills, Decision Making, Business Acumen, Organization, Priority Setting, Problem Solving, Performance Management, Team Management, Developing Others, Conflict Management, Motivating Others, Coaching, Diversity Awareness

**Delivery Method:** Group-Live | **Course Level:** Basic | **Duration:** Three (3) Full-days

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