

AAIM Course Description



The Supervisor's Toolbox: Leading, Communicating & Motivating

This 3 Day 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 the following topic:

Day 1:

Module 1: Your Role as a Productive Leader

- Supervising, Managing & Leading
- What Management and Employees Expect
- Establishing and Aligning Goals & Objectives
- Managing Your Commitments
- Making the Transition from Peer to Leader
- Four Leadership Styles – There's More Than One Way to Lead
- Creating a Productive Work Unit Environment
- Identifying time challenges
- Organizing Your Actions & Identifying time challenges
- Pre-Work for Day 2 – Everything DiSC assessment

Day 2:

Module 2: Communicating for Leadership Success with DiSC

- What it Takes to Communicate Like a Leader
- Essential Leadership Communication Skills
- Discovering DiSC® styles – Understanding Yourself and Others
- Flexing Your Style to Communicate Better
- Strategies to build more effective relationships with varying DiSC® styles
- Running Effective Meetings
- Getting People to Read and Act on Your Emails
- Pre-Work for Day 3 - Coaching worksheet

Day 3:

Module 3: Coaching & Motivating for Better Performance

- What Coaching Is (and is not)
- Coaching Continuum - Informal to Formal
- Assessing Employee Performance & Coaching Needs
- How Motivation, Engagement, & Feedback are linked
- Delivering Meaningful Feedback & Understanding Motivators
- Your Coaching Skill Self-Assessment and Action Plan for Increased Effectiveness
- Essential elements of Motivation, Discipline & Documentation