Leading & Supervising: A 24-hour Series
September 2019 Series

Gain confidence and skills to take charge of your work area as a formal or informal leader. Benefit from step-by-step behaviors and communication skills that increase team members' motivation, productivity, accountability, trust and commitment.

Benefits:

- Ideal for first-level formal and informal leaders in all industries
- Develop essential skills for leader success
- Addresses workforce succession through leadership development
- Opportunity to earn three (3) associate degree credits
- Additional training available to build on these units

> **$440 per person**
>
> Discounted for WAT Grant Consortium employers & their employees
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> Register employees at
> www.fvtc.edu/WATRegister_CCS
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> Refreshments and materials
> are included.

Module 1: Motivating the Team
Tuesday, September 24, 2019 | 1 – 5 p.m. | D.J. Bordini Center

- Engage and motivate team members regularly with key actions

Module 2: Communicating for Results
Tuesday, October 8, 2019 | 1 – 5 p.m. | D.J. Bordini Center

- Effectively manage personal and team communication
- Create a climate of positive communication

Module 3: Providing Performance Feedback
Tuesday, October 22, 2019 | 1 – 5 p.m. | D.J. Bordini Center

- Influence performance with regular negative and positive feedback

Module 4: Coaching Job Skills
Tuesday, November 5, 2019 | 1 – 5 p.m. | D.J. Bordini Center

 Understand what coaching is, why it is important and how to coach for skills

Module 5: Resolving Conflicts
Tuesday, November 19, 2019 | 1 – 5 p.m. | D.J. Bordini Center

- Establish practical approaches to recognizing and resolving conflicts

Module 6: Supporting & Leading Change
Tuesday, December 3, 2019 | 1 – 5 p.m. | D.J. Bordini Center

- Adapt, lead and support the various workplace changes

**For more information on the series
or on-site leadership, management and supervision training, contact:**

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Topic	Description
Motivating the Team	• **Deal** with team members on a day-to-day basis in such a way to maintain and enhance their self-esteem. • **Base** discussions about performance and work habits on behavior rather than on personalities and attitudes. • **Involve** team members in goal setting, problem solving and decision-making. • **Create** a climate where team members want to do their best.
Communicating for Results	• **Understand** the tools to diagnose communication challenges. • **Being aware** how perception alters reality. • **Match** the best communication method with the message. • **Avoid** defensive behavior and **share** information to increase effectiveness. • **Dialogue** honestly & professionally using the XYZ method. • **Maintain** confidentiality of sensitive information and **listen** to understand.
Providing Performance Feedback	• **Base** assessments on facts and behavior. • **Assess** performance. • **Use** positive feedback to motivate team members. • **Gain** team member participation in assessment. • **Gain** team member commitment to the change needed to improve performance.
Coaching Job Skills	• **Understand** what coaching is, why it is important, and how it supports individual and company goals. • **Prepare** for a coaching session by using observation and analysis to build a plan for a successful dialog. • **Hold** a coaching conversation that improves an individual's performance and increases productivity. • **Use** coaching as a way to build a valuable sense of teamwork between the team leader and team member
Resolving Conflict	• **Understand** conflict as part of all work situations. • **Recognize** the positive and negative impacts of conflicts. • **Leverage** positive conflict to the individual and team's advantage. • **Establish** a cooperative atmosphere to resolve conflicts. • **Adopt** a conflict resolution model for lasting impact.
Supporting & Leading Change	• **Understand** why change happens and how people react to it, and how to support team member's struggles with change. • **Involve** team members in a change initiative by promoting their understanding and ownership. • **Lead** others through change using a proactive roadmap. • **Plan** for individual and group follow-up that support the change process and reinforce personal and organizational goals.