

American Management Association's Leadership Skills for Supervisors

Introduction

- Identify What Is Different in Supervision/Management Today
- Identify the Opportunities for Supervisors/Managers Today
- Describe Your Personal Objectives for This Course
- Define What Leadership Is from a Supervisor's Point of View
- Rank Leadership Characteristics

Leadership

- Identify the Difference Between Managers and Leaders
- Observe Leaders in Action
- Examine Your Own Leadership Capability
- Identify How Leaders Build Credibility and Trust
- Identify the Leadership Skills That Will Be Needed in the Next Five Years
- Explore the Forces Encouraging Leadership and the Constraints Working Against Leadership for Supervisors
- Develop Your Own Leadership Skills Development Plan

Interpersonal Skills

- Identify Interactive Behaviors and Discuss How Each Is Helpful and/or Distracting When Communicating One-on-One and in Groups
- Analyze Effective Listening Processes and Skills
- Practice Questioning Skills to Learn How to Ask Effective Questions and the Effects of Being Questioned
- Role-Play Management Situations to Demonstrate Participative Leader Skills and Analyze Their Effect on Others
- Create a Communication Case from Your Work Experience
- Resolve a Communication Case Created from Other Group Members' Work Experiences

Coaching and Mentoring

- Complete the *Insight Inventory: Understanding Yourself and Others*[®]
- List the Elements of Effective Feedback
- Write Statements About Actual Employee or Team Member Situations You Are Experiencing on the Job
- Describe the Coaching Discussion and Its Format
- Practice Coaching and Mentoring in Role Plays with Your Actual Employee or Team Member Situations

Decision-Making Tools for Leading

- Discuss Three Methods of Brainstorming and Describe the Advantages of Each
- Discuss the Effects of Organizations on Creativity
- List the Steps in Problem Solving
- Apply Problem-Solving Principles and Techniques to Solve Actual Problems from the Job

Learning to Lead Groups and Teams

- Learn the Differences Between Teams Versus Work Groups
- Get Insight on Your Own Team Building and Personal Effectiveness
- Practice Group Skills in Exercises That Develop Teamwork
- Discuss the Role of a Group or Team Leader and Practice Facilitation Skills in the Group Exercises
- Discover What Needs to Happen Before Groups Become Teams