

BECOMING A MORE EFFECTIVE SUPERVISOR



WHAT YOU WILL LEARN

- ✓ Understanding different behaviours and motivators
- ✓ Key factors that keep people engaged and productive
- ✓ Adopting to different personality styles
- ✓ Effective communication techniques
- ✓ Individual improvement strategy

WHO SHOULD ATTEND

- Supervisors, managers and leaders in organizations with employee turnover or disengaged employees. Ideal for supervisors in a service or construction industry.
- Anyone who wants to create and maintain engaged and committed employees, based on a clear understanding of their individual sources of motivation.

UNIQUE FEATURE

Includes Talent Insights Assessment.

It will help you to understand your own behaviours and motivation as well to connect better with those who you interact with. To view a sample assessment, visit <http://bit.ly/Talentinsights>

TESTIMONIALS

"Helped me to re-focus and restore my positive attitude"

"It will help me to deal better with ANGER as a construction supervisor"

"I want you to know that I've been putting the DISC to work. I'm listening to 'way' more than the dial tone in people's talk too. Thanks Dave for the seminar and guided feedback"

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OVERVIEW

Almost 50% of employees are disengaged in many of today's businesses. That increases the risk of productivity losses, safety issues, quality slippage and especially job satisfaction. These risks result in real costs for business leaders. Studies indicate that the most important influence on daily engagement is that of a front line supervisor. This session will help you to recognize the importance of being a more positive model as a supervisor or leader in order to have more engaged and productive team members.

1. Introduction

- The Role of a Supervisor or Leader
- The mirroring effect of your emotions

2. The Engagement Cycle - Core Elements

- 3 levels of engagement
- Potential cost of disengagement
- 5 Core Elements
- The Dimensions of Trust

3. Behavioural Styles - the DISC Model

- Recognizing different styles
- Sources of disengagement
- Tendencies under stress
- Anger insights
- 3 Steps to deal with stress and negativity

4. Working with Different Styles

- Barriers to communication
- Adapting your communication
- Adapting to motivation differences

5. The Engagement Cycle - Revisited

- Reinforcing and engaged your work team
- Application Discussion

6. Summary and Personal Action Plan

ABOUT THE SPEAKER



Dave Neely, our Senior Behavioural Analyst and has a B.A. in Psychology from Queen's University. Dave specializes in providing customized processes designed to help individuals and teams to maximize their performance. Since 1988, he has delivered customized leadership and team training processes for a wide variety of clients.



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