

# Quick Start Training Modules...it's perfect for your supervisors!

## Module 1

- Moving from peer to supervisor
- Understanding the role of management
- Dealing with negativity

## Module 2

- Reviewing the basic principles of communication
- Reaching shared understanding
- Increasing listening capabilities

## Module 3

- Understanding and working positively with different work styles
- Creating positive work environments
- Tapping the talent of the group

## Module 4

- Setting and reviewing performance objectives
- Setting and reviewing minimum performance standards
- Determining acceptable levels of performance
- Communicating performance standards and providing instruction

## Module 5

- The obstacles associated with delegating
- Knowing what you can and cannot delegate
- The supervisor's role in delegated work
- Dealing with conflict

## Module 6

- Conducting disciplinary conversations
- Monitoring and coaching sub-standard performance
- Providing and receiving timely feedback
- Dealing with the non- or low-performer

## Module 7

- Conducting effective meetings
- The necessary elements of a good meeting
- Making meetings beneficial for everyone
- Handling group meetings challenges and conflicts

## Module 8

- Understanding how a profitable business operates
- The basics of a profit and loss statement
- How the supervisors affects the bottom line

## Module 9

- Effectively managing projects
- Time management obstacles
- Communicating project management concerns

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