

Course Description

Developing Lead Workers

Preparing the next generation of workplace leaders

A five-session course



Developing Lead Workers covers the basics of understanding the dynamics of the work place and working with employees as an assistant to the supervisor. The course objective is to foster better understanding and communication between the lead worker and the supervisor. (5 sessions, 15 hours.)

Course Content

Chapter 1: Roles and Responsibilities

- Understanding and supporting your supervisor
- Characteristics and traits
- Four questions every supervisor must be able to answer
- Your relationship with your supervisor
- Business fundamentals
- Self-responsibility
- Work outputs, components and quality
- Understanding work process
- Quality controls

Chapter 2: Understanding Why We Act as We Do

- Thinking styles
- Your supervisory style tendencies
- Emotional intelligence
- Personal energy
- Human needs
- Conflict and personal balance
- Our view of the world—filters
- Beliefs and value systems and behavior

- Motivation
- Value: cost and payoff (WIIFM)

Chapter 3: Communication and Feedback

- The nature and purpose of feedback and learning
- Listening—seeking first to understand
- Giving and receiving feedback
- How to express yourself clearly

Chapter 4: Diffusing Conflict

- Conflict and personal balance
- Strategies for understanding and handling conflict
- Difficult employees
- Dealing with an angry person
- Diversity

Course materials and certificate. Participants receive

- A 134 page participant guide that includes personal assessments, application activities, on the job application assignments and reading reviews. The guide is expandable to accommodate supplementary materials from the instructor and other participants.
- A colorful certificate of achievement signed by the author and the course instructor as documentation that they satisfactorily completed all aspects of the course.

MANAGEMENT™
You

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