

SUPERVISOR LEADER

USER GROUP

This user group is the most comprehensive and valuable training available for supervisors and organizations. The training program pays back through direct application of improvement, problem solving, and leadership methods and tools.

This program provides the participant with a practical understanding of how to be a more effective supervisor and lead people to improved organizational performance. Key methods and tools are put to immediate use to provide documented improvement in individual and team performance measures.

The fundamentals of supervision and leadership are put into practical terms, applications and tools to provide the participant a well-rounded understanding of how and when to use the key tools and techniques. Special consideration is given to performance metrics, goal setting and performance management, or “how to help others succeed”. Performance metrics are established to document improvements.

The user group format allows participants to apply the tools to their work areas and track improvements. The work session plans are outlined below.

OUTCOMES & BENEFITS

- Develop key performance indicators to track and document improvement.
- Learn and share techniques from tours of “Best Practice” and member companies.
- Develop a peer network and sounding board to discuss new ideas, techniques and current improvement opportunities.
- Explore new technologies and approaches to current Supervisor issues.
- Receive training in Supervisor tools and techniques.
- Complete specific work projects that tie into group learning sessions. (Detailed outcomes from each session are available on request.)

TARGETED PARTICIPATION

Participants can be first time supervisors, experienced leaders, or managers that would benefit from additional formal training, practice and learning. Anyone involved in supervising or leading people, including potential future leaders and supervisors for your company, are appropriate members for this user group.

CURRICULUM

- Meeting 1: Team Building & Diversity
- Meeting 2: Performance Management & Metrics
- Meeting 3: Communications & Delegation
- Meeting 4: Continuous Improvement & Problem Solving
- Meeting 5: Project & Time Management and Meeting Leading
- Meeting 6: Interview Techniques & Hiring
- Meeting 7: Decision Making, Rewards & Discipline
- Meeting 8: Performance Reviews, Conflict Management & Terminations
- Meeting 9: Anger & Stress Management
- Meeting 10: Principled Leadership and Motivation

FORMAT

Sessions will occur monthly for 10 months. Each meeting shall last 3 hours. Materials and topics will be provided, with a large emphasis in group discussion. Periodically guest speakers may be used to cover new and critical topics. Meetings will be rotated between member company facilities.

MEMBER REQUIREMENTS

- Each member shall attend all meetings and interact during group discussions.
- Each member shall complete the work projects as assigned.
- Members must have a Mentor from their company. The Mentor will help the member fulfill the requirements of the group, and provide support for learning. Mentors are encouraged to attend the first session.
- Companies and their members shall be committed to sharing successes and areas of improvement that address Key User Group Metrics.
- Each member shall host at least one meeting.

At the first meeting, the user group will create a code of conduct to be followed by the group at all meetings. This code will address trust, treatment of fellow user group members, and an understanding of The Center-West and its NIST survey.

COST

\$1,350/person. Company participation limited to three people.

CONTACT

For more information or to register, contact Amy Winkler, Center-West Client Coordinator, winklera@rightplace.org or 616.771.0561.

