

SUPERVISOR LEADER

USER GROUP

Looking for a way to provide your supervisors with a practical understanding of how to be effective and lead people to improved organizational performance?

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. 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.

OBJECTIVES

- 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 PARTICIPANTS

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.



COMPANY REQUIREMENTS

- Companies and their members shall be committed to sharing successes and areas of improvement.
- Each company shall host at least 1 meeting
- Company member(s) shall interact during group discussions and have at least 1 representative in attendance at each meeting.
- **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.**

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 MMTc organization and its NIST survey. Also at the first meeting, member companies are encouraged to bring one Mentor from their company to insure senior management's continued support of user group participants and related activities.

CURRICULUM

The duration of this User Group is 10 user group sessions, 3 hours in length, held every 4 to 6 weeks, at member company's facilities and/or available tour companies.

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