

# Successful Supervision

## Spring 2016



Your front line supervisors are the pivotal people to ensure that your employees live the Core Values. When they know how to serve as performance coaches, supervisors help employees be successful. Retaining great employees becomes much easier because team members feel valued, supported and challenged in their work.

If you want to begin the shift to performance coaching, you need to provide your supervisors with the right tools. Cargas suggests the popular **Successful Supervision** course. Three biweekly four-hour classes provide a solid foundation in performance management and coaching. The interactive model of training emphasizes participation, specific skill building, and practical application back on the job. The instructor for the course is consultant TJ Titcomb, PhD SPHR.

### CLASS 1: Leading the Team

**Monday**  
**April 11**  
8:00 - 12:00

! note change  
from our usual  
Friday classes

choose to be a leader; learn what keeps employees motivated; apply theories of motivation; determine how to influence motivation; recognize the impact of de-motivators; understand core differences (in temperament, personality, thinking style, and values) and essential differences (culture, abilities, gender and generation); choose approaches to be more effective with the different styles of team members; promote mutual respect within the team

### CLASS 2: Succeeding as a Coach

**Monday**  
**April 25**  
8:00 - 12:00

use assertive communication to be more effective; expand listening skills; define expectations for performance; monitor what and how employees are doing; track performance to identify patterns; write behavior-based documentation; provide positive feedback; use coaching conversations to develop and enhance employee confidence and competence; promote behavior change with negative feedback; decide how to handle problem performance

### CLASS 3: Managing Performance

**Monday**  
**May 9**  
8:00 - 12:00

manage challenging employee behaviors; avoid and control workplace games; hold staff accountable; plan the problem solving meeting; develop Coaching Action Plans; decide when to coach and when to manage performance problems; follow through; prepare for the annual performance appraisal; avoid evaluation pitfalls; choose accurate and fair ratings; structure the interview; invite participation; set performance goals

The classes will be held  
at the **Cargas** building in the  
Stockyards Corporate Center  
1310 Marshall Ave  
just off Lititz Pike  
in Lancaster



Tuition for the 12-hour course is \$600.  
A \$50 discount on each registration for  
multiple attendees from the same organization.