

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/2243](http://www.amanet.org/2243)

# Making the Transition from Staff Member to Supervisor

**Effectively and smoothly manage the change in your role.**

Here's your opportunity to establish your presence as a new boss, build credibility, and adapt your unique style to every situation that comes your way.

This seminar covers the nuts and bolts to prepare you to take your first supervisory role, from setting goals for your team to tackling difficult conflicts. With exercise, feedback, and practice, you will return with the tool kit to confidently take on any new task with greater ease and improved confidence.

## How You Will Benefit

- Create a new game plan for growth
- Let go of your former role and establish your credibility
- Develop legal awareness to act and behave in compliance with workplace laws
- Adjust your behavioral style to give yourself a more winning edge
- Discover the secrets to inspiring and motivating your direct reports
- Use the instant feedback model to build a successful coaching relationship
- Control your emotions and think strategically when dealing with conflicts
- Be definite and decisive in managing and protecting your time

## What You Will Cover

### Setting Yourself up for Success

- Understanding your new role as a supervisor
- Making a change or letting go: Working with the three phases of change
- Recognizing common challenges and pitfalls to avoid
- Meeting the expectations of key stakeholders, including your boss, direct reports, senior management, and former peers
- Conducting a gap analysis to determine how to meet critical expectations

### Developing Legal Awareness

- Understanding basic equal employment opportunity (EEO) laws
- Gaining legal awareness in all aspects of the performance cycle

### Leveraging Your Personal Style with the Personal Style (PSI) Assessment

- Understanding your own personal style and the styles of others
- Focusing on clues that can help pinpoint an individual's personal style
- Flexing your personal style to build more effective relationships

### Motivating Others

- Conducting an employee motivation analysis



- Creating a motivating work environment based on each employee's personal style

### **Managing Employee Performance**

- Setting SMART goals for yourself and others
- Using a five-step model to train your employees
- Giving and receiving supportive and corrective feedback

### **Delegating Work to Your Team**

- Creating a plan for delegation and using this process to assign key tasks
- Overcoming your fears of turning over responsibility and authority

### **Handling Conflict with Ease**

- Knowing your conflict-handling styles
- Developing the right conflict approach for each individual and situation

### **Managing Your Time**

- Applying the time priority model to workplace tasks
- Managing and protecting your time to get more of the right things done

## **Who Should Attend**

Newly-promoted supervisors with less than one year of experience in this position; process and production supervisors who want to enhance their effectiveness through supervisor training.

## **Special Feature**

### **This Seminar Features Blended Learning**

AMA Blended Learning combines instructor-led training with online pre- and post-seminar assessments, tune-up courses, and other resources to maximize your training goals. Through a blend of proven instructor-led seminars and powerful online technology, AMA Blended Learning provides a compelling and more comprehensive experience for the learner—producing a greater return-on-investment for the employer and the seminar participant.

## **Schedule**

- [2] days - \$1,995 Non Members
- [2] days - \$1,795 AMA Members
- [2] days - \$1,700 GSA

## **Credits**

1.2 CEU

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/2243](http://www.amanet.org/2243)