

**MAKING THE TRANSITION FROM STAFF MEMBER TO SUPERVISOR**

Effectively and smoothly manage the change in your role.

Seminar #2243

**Overview**

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.

**Schedule**

- [2] days
- [2] days - \$1,895 Non Members
- [2] days - \$1,695 AMA Members
- [2] days - \$1,451 GSA

**Credits**

1.2 CEU

**Schedule**

We have 35 scheduled sessions located nationwide starting between 6/7/2012 - 2/21/2013

Date	Location	Duration
Jun 7, 2012 - Jun 8, 2012	New York, NY	2 Days
Jun 11, 2012 - Jun 12, 2012	Arlington/Washington DC, DC	2 Days
Jun 25, 2012 - Jun 26, 2012	Parsippany, NJ	2 Days
Jul 9, 2012 - Jul 10, 2012	Chicago, IL	2 Days
Jul 19, 2012 - Jul 20, 2012	New York, NY	2 Days
Jul 23, 2012 - Jul 24, 2012	Arlington/Washington DC, DC	2 Days
Aug 9, 2012 - Aug 10, 2012	Atlanta, GA	2 Days
Aug 13, 2012 - Aug 14, 2012	Dallas, TX	2 Days
Aug 13, 2012 - Aug 14, 2012	Philadelphia, PA	2 Days
Aug 16, 2012 - Aug 17, 2012	New York, NY	2 Days
Aug 16, 2012 - Aug 17, 2012	Chicago, IL	2 Days
Aug 23, 2012 - Aug 24, 2012	San Francisco, CA	2 Days
Sep 13, 2012 - Sep 14, 2012	Arlington/Washington DC, DC	2 Days
Sep 17, 2012 - Sep 18, 2012	Chicago, IL	2 Days
Sep 24, 2012 - Sep 25, 2012	New York, NY	2 Days
Sep 27, 2012 - Sep 28, 2012	Boston, MA	2 Days
Oct 1, 2012 - Oct 2, 2012	San Diego, CA	2 Days
Oct 11, 2012 - Oct 12, 2012	New York, NY	2 Days
Oct 15, 2012 - Oct 16, 2012	Arlington/Washington DC, DC	2 Days
Oct 29, 2012 - Oct 30, 2012	Chicago, IL	2 Days
Nov 1, 2012 - Nov 2, 2012	New York, NY	2 Days
Nov 8, 2012 - Nov 9, 2012	Arlington/Washington DC, DC	2 Days
Nov 15, 2012 - Nov 16, 2012	Atlanta, GA	2 Days
Nov 15, 2012 - Nov 16, 2012	Houston, TX	2 Days
Nov 26, 2012 - Nov 27, 2012	San Francisco, CA	2 Days
Dec 3, 2012 - Dec 4, 2012	Parsippany, NJ	2 Days
Dec 6, 2012 - Dec 7, 2012	Arlington/Washington DC, DC	2 Days
Dec 13, 2012 - Dec 14, 2012	New York, NY	2 Days
Dec 20, 2012 - Dec 21, 2012	Chicago, IL	2 Days
Jan 10, 2013 - Jan 11, 2013	New York, NY	2 Days
Jan 17, 2013 - Jan 18, 2013	San Francisco, CA	2 Days
Jan 28, 2013 - Jan 29, 2013	Arlington/Washington DC, VA	2 Days
Feb 4, 2013 - Feb 5, 2013	Philadelphia, PA	2 Days
Feb 14, 2013 - Feb 15, 2013	Chicago, IL	2 Days
Feb 21, 2013 - Feb 22, 2013	Arlington/Washington DC, DC	2 Days

Registering more than 4 people, please call 1-877-566-9441.

**How You Will Benefit**

- Understand your new role—from their perspective and that of their boss, peers and subordinates
- Establish a new presence and build credibility
- Flex your individual style with ease
- Delegate tasks while remain focus on clear quality standards
- Implement a feedback system that enhances overall communication
- Tailor training to individual employees to improve on performance
- Understand what motivates peers, employees and superiors
- Gain awareness of basic laws and regulations as they apply to performance reviews, including EOE and ADA
- Gain techniques and strategies to manage time and schedule workload

**What You Will Cover**

**Letting Go of Your Former Role**

- How to manage the change process
- Challenges and pitfalls to avoid
- Expectations from your direct reports, your boss and your former peers

**Defining Your Behavioral Style**

- How to best communicate with bosses, peers or employees with different style preferences
- Adjust personal behavioral styles to build better working relationships

#### **Setting Goals for Yourself and Others**

- The benefits of delegation
- How to set SMART goals that allow you to measure progress accurately
- Project delegation and the potential barriers

#### **Legal Considerations for Supervisors**

- Basic laws governing performance review
- Your obligations as a supervisor

#### **Giving and Receiving Feedback**

- Supportive vs. corrective feedback
- Guidelines to improve coaching relationships
- How to receive feedback constructively

#### **Training Your Employees**

- Adult learners and learning styles
- Techniques to develop your employees and assess your training resources

#### **How to Motivate Effectively**

- Motivational tools to handle workplace issues
- Relate motivation to styles, goal setting and communication preferences

#### **Time Management**

- Important vs. urgent: using the prioritizing mode
- How to manage and protect your time

#### **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**

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.

#### **Ways to Register**

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email [customerservice@amanet.org](mailto:customerservice@amanet.org)
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)