

MANAGEMENT SKILLS FOR NEW SUPERVISORS

Develop the crucial management tools to help fully lead and motivate your team to higher productivity.

Seminar #2248

Overview

Change is the norm. You are responsible for your own productivity and that of your staff. Your day-to-day dealings may now include colleagues, your boss and senior management who have different interests and viewpoints.

This seminar will equip you with proven supervisory techniques that you can put into action immediately. The skills savvy supervisors use to plan, organize, communicate and monitor will become part of your toolkit to effectively manage everyday interactions with greater ease. You will learn to leverage both your hard skills and your people skills to meet your new challenges with increased confidence, respect and power.

Schedule

- [3] days

- [3] days - \$2,095 Non Members
- [3] days - \$1,895 AMA Members
- [3] days - \$1,623 GSA

Credits

1.8 CEU /18 PDU

Schedule

We have 62 scheduled sessions located nationwide starting between 6/4/2012 - 2/20/2013

Date	Location	Duration
Jun 4, 2012 - Jun 6, 2012	Boston, MA	3 Days
Jun 4, 2012 - Jun 6, 2012	San Francisco, CA	3 Days
Jun 13, 2012 - Jun 15, 2012	Chicago, IL	3 Days
Jun 13, 2012 - Jun 15, 2012	New York, NY	3 Days
Jun 18, 2012 - Jun 20, 2012	Arlington/Washington DC, DC	3 Days
Jun 20, 2012 - Jun 22, 2012	Anaheim, CA	3 Days
Jun 25, 2012 - Jun 27, 2012	Dallas, TX	3 Days
Jul 9, 2012 - Jul 11, 2012	New York, NY	3 Days
Jul 16, 2012 - Jul 18, 2012	Atlanta, GA	3 Days
Jul 18, 2012 - Jul 20, 2012	Arlington/Washington DC, DC	3 Days
Jul 18, 2012 - Jul 20, 2012	Chicago, IL	3 Days
Jul 23, 2012 - Jul 25, 2012	Denver, CO	3 Days
Jul 30, 2012 - Aug 1, 2012	Cincinnati, OH	3 Days
Aug 1, 2012 - Aug 3, 2012	San Diego, CA	3 Days
Aug 6, 2012 - Aug 8, 2012	New York, NY	3 Days
Aug 8, 2012 - Aug 10, 2012	Dallas, TX	3 Days
Aug 13, 2012 - Aug 15, 2012	San Francisco, CA	3 Days
Aug 22, 2012 - Aug 24, 2012	Arlington/Washington DC, DC	3 Days
Aug 22, 2012 - Aug 24, 2012	Morristown, NJ	3 Days
Aug 27, 2012 - Aug 29, 2012	Chicago, IL	3 Days
Sep 10, 2012 - Sep 12, 2012	New York, NY	3 Days
Sep 10, 2012 - Sep 12, 2012	San Francisco, CA	3 Days
Sep 12, 2012 - Sep 14, 2012	Houston, TX	3 Days
Sep 12, 2012 - Sep 14, 2012	Virginia Beach, VA	3 Days
Sep 17, 2012 - Sep 19, 2012	Atlanta, GA	3 Days
Sep 17, 2012 - Sep 19, 2012	Boston, MA	3 Days
Sep 19, 2012 - Sep 21, 2012	Arlington/Washington DC, DC	3 Days
Sep 26, 2012 - Sep 28, 2012	Chicago, IL	3 Days
Oct 1, 2012 - Oct 3, 2012	Albany, NY	3 Days
Oct 10, 2012 - Oct 12, 2012	San Francisco, CA	3 Days
Oct 15, 2012 - Oct 17, 2012	New York, NY	3 Days
Oct 17, 2012 - Oct 19, 2012	Chicago, IL	3 Days
Oct 17, 2012 - Oct 19, 2012	Dallas, TX	3 Days
Oct 22, 2012 - Oct 24, 2012	Arlington/Washington DC, DC	3 Days
Oct 29, 2012 - Oct 31, 2012	Garden Grove, CA	3 Days
Oct 31, 2012 - Nov 2, 2012	New Orleans, LA	3 Days
Nov 5, 2012 - Nov 7, 2012	Atlanta, GA	3 Days
Nov 7, 2012 - Nov 9, 2012	New York, NY	3 Days
Nov 7, 2012 - Nov 9, 2012	Chicago, IL	3 Days
Nov 14, 2012 - Nov 16, 2012	Arlington/Washington DC, DC	3 Days
Nov 14, 2012 - Nov 16, 2012	San Francisco, CA	3 Days
Dec 3, 2012 - Dec 5, 2012	San Francisco, CA	3 Days
Dec 3, 2012 - Dec 5, 2012	Indianapolis, IN	3 Days
Dec 5, 2012 - Dec 7, 2012	New York, NY	3 Days
Dec 10, 2012 - Dec 12, 2012	Philadelphia, PA	3 Days
Dec 10, 2012 - Dec 12, 2012	Dallas, TX	3 Days
Dec 12, 2012 - Dec 14, 2012	Chicago, IL	3 Days
Dec 17, 2012 - Dec 19, 2012	Boston, MA	3 Days
Dec 19, 2012 - Dec 21, 2012	Arlington/Washington DC, DC	3 Days
Jan 7, 2013 - Jan 9, 2013	Chicago, IL	3 Days
Jan 9, 2013 - Jan 11, 2013	Los Angeles, CA	3 Days
Jan 14, 2013 - Jan 16, 2013	Atlanta, GA	3 Days
Jan 16, 2013 - Jan 18, 2013	Arlington/Washington DC, DC	3 Days
Jan 16, 2013 - Jan 18, 2013	Houston, TX	3 Days
Jan 23, 2013 - Jan 25, 2013	New York, NY	3 Days
Jan 23, 2013 - Jan 25, 2013	San Francisco, CA	3 Days
Jan 28, 2013 - Jan 30, 2013	Cincinnati, OH	3 Days
Feb 4, 2013 - Feb 6, 2013	Honolulu, HI	3 Days
Feb 11, 2013 - Feb 13, 2013	New York, NY	3 Days

Feb 11, 2013 - Feb 13, 2013
Feb 13, 2013 - Feb 15, 2013
Feb 20, 2013 - Feb 22, 2013

Arlington/Washington DC, DC
Dallas, TX
San Francisco, CA

3 Days
3 Days
3 Days

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

How You Will Benefit

- Understand the management skills needed to succeed in a rapidly changing environment
- Learn to plan, organize, communicate and monitor
- Apply the most appropriate supervisory style to each individual and situation
- Understand your legal responsibilities
- Learn management skills to help you give constructive criticism
- Maximize productivity by leveraging diversity and individual differences
- Learn techniques to help you cope with difficult employees
- Use delegation for effective employee development, time management and motivation
- Increase job satisfaction and work output through coaching

What You Will Cover

Embracing Your New Role and Expectations

- What your boss, employees, peers and senior management expect from you in your supervisory role
- Four basic management functions: planning, organizing, communicating, monitoring

Managing a Diverse Workforce

- Diversity issues and how they affect you, your work unit and your company
- Understand the Americans with Disabilities Act (ADA), hostile environment and other key laws and legal terms relevant to your supervisory position

Filling Your Communication Skills Toolbox

- Advantages and disadvantages of one-way and two-way communication and when to use each
- Capitalize on the benefits of email
- Demonstrate paraphrasing to check for content understanding
- Experience the impact of nonverbal communication
- How to ask questions that get the answers you really need

Coaching for High Quality Performance

- How to give and receive criticism constructively
- Learn to minimize defensiveness in yourself and others
- Demonstrate a five-step coaching discussion model

Creating a Motivating Environment

- Establish the essentials of a motivating environment
- Demonstrate rules for reinforcing productive behavior

Taking Delegation, Performance and Team Development to the Next Level of Excellence

- Use delegation as a motivational tool
- Develop a strategy for solving a current employee motivational problem

Managing Performance Appraisals

- Understand your company's appraisal system
- Record keeping and compliance issues
- Write a performance appraisal document
- Conduct an effective performance appraisal meeting

Managing Time Effectively

- Key principles of effective time management
- Share time management best practices
- Five stages of managing meetings

Planning for Continuing Growth

- Select and prioritize your own next steps
- Develop an action plan for continuing professional development

Who Should Attend

New supervisors with fewer than five years of supervisory experience and process and production supervisors who want the benefit of basic management skills 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
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)