

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/2248](http://www.amanet.org/2248)

# Management Skills for New Supervisors

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

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.

## 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

### 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

- [3] days - \$2,195 Non Members
- [3] days - \$1,995 AMA Members
- [3] days - \$1,889 GSA

### Credits

21 CPE /18 PDU/1.8 CEU

18 PDU\_L

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