

**American Management Association's
Making the Transition from Staff Member to Supervisor**

LESSON ONE (The Foundation)

Giving Feedback

- Recognize What You Have to Let Go of, What You Have to Learn, and Develop Strategies for Doing So
- Describe Three Phases of the Change Process
- Identify the Greatest Challenges for New Supervisors, and the Pitfalls to Avoid
- Determine What Your Boss, Employees, Peers, and Senior Management Expect from You in Your New Role

Setting Goals for Yourself

- Set SMART Goals for Yourself and Others
- Delegate Tasks with a Focus on Quality Standards
- Assess What Tasks You Can Delegate and How

LESSON TWO (Personal Insights)

Defining Your Personal Behavioral Style

- Identify Your Own Behavioral Style Preferences
- Demonstrate the Best Way to Communicate with Bosses, Employees, or Peers Whose Style Preferences Differ from Yours
- Build Better Working Relationships with Others By Identifying and Adjusting to Their Personal Behavioral Styles

Managing Your Time

- Distinguish Urgent from Important
- Use a Prioritizing Tool to Clarify Your Priorities
- Practice Specific “Quick Hits” for Managing Time Effectively
- Demonstrate Techniques for Protecting Your Time from Infringement By Others

LESSON THREE (Guiding Performance)
Motivating Others

- Explain What Motivates Others
- Create a Motivating Environment

Understanding Adult Learning Styles

- Describe Your Obligation to Train Your Employees
- Meet the Needs of Visual, Auditory, and Kinesthetic Learning Styles
- Demonstrate a Five-Step On-the-Job Training Model

LESSON FOUR (Continuous Growth)
Giving and Receiving Feedback

- Describe the Criteria for Giving Effective Feedback
- Deliver Both Supportive and Corrective Feedback Using the Instant Feedback Method
- Demonstrate How to Receive Feedback Effectively

Developing Legal Awareness

- Identify the Basic Laws Governing All Aspects of the Performance Cycle
- Discuss Your Obligation Under These Laws
- Demonstrate Your Legal Awareness By Participating in an Activity