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

Learning Objectives

- Establish Credibility as a New Supervisor with Your Boss, Peers, and Team Members
- Leverage Behavioral Style to Improve Relationships with Your Boss, Peers, and Team Members
- Utilize Management Strategies That Promote Effective Member Motivation, Performance Management, and Delegation
- Improve Workplace Time Management and Conflict Resolution Effectiveness

Setting Yourself Up for Success

- Distinguish Between the Roles of Individual Contributor and Supervisor
- Describe the Three Phases of Change
- Discuss the Challenges and Pitfalls for New Supervisors
- Explain What Your Organization and Critical Stakeholders Expect of You in Your New Role
- Identify Short-Term Wins and Critical Issues to Be Addressed
- Identify Expectations Versus Personal Development Needs

Leveraging Your Behavioral Style

- Determine Your Leadership Characteristics
- Identify Your Behavioral Style
- Identify the Behavioral Styles of Others
- Distinguish Behavioral Clues That Identify a Person's Behavioral Style
- Identify Behavioral Styles for Bosses, Peers, and Staff Members
- Develop Adapting Strategies to Interact Effectively with Bosses, Peers, and Staff Members

Managing Employee Performance

- Set SMART Goals for Yourself and Others
- Use a Five-Step Model to Train Your Employees
- Deliver Feedback That Is Both Supportive and Corrective
- Distinguish Employee's Current Skills Versus Needed Skills

Managing Conflict

- Differentiate Between Conflict and Disagreement
- Acknowledge That Some Conflicts May Make a Positive Image
- Describe Techniques and What to Say to Defuse a Conflict

Delegating Work to Your Team

- Apply Effective Delegation Techniques
- Assess Personal Barriers to Delegation
- Develop a Delegation Plan to Use with Team Members

Managing Your Time

- Describe the Time Priority Model for Time Management
- Identify Strategies to Manage Your Time Effectively and Protect One's Time from Infringement by Others

High-Impact Action Planning

- Identify Three High-Impact Action Items for Immediate Attention Back at Work
- Develop a SMART Goals for Each of These Action Items