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