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.
Making the Transition from Staff Member to Supervisor

Establish your presence as a new boss, build credibility and adapt your style to every situation that comes your way.

This Live Online seminar will prepare you to take your first supervisory role with ease and confidence. It will provide you with techniques and strategies for setting goals, tackling difficult conflicts, motivating, delegating and much more. Through interactive practice and feedback, you’ll be ready to apply your new knowledge on the job and get the most from your team.

How You Will Benefit

- Understand your new role—from the perspective of your boss, peers and subordinates
- Establish a new presence and build credibility
- Flex your individual style with ease
- Delegate tasks while keeping focus on clear quality standards
- Implement a feedback system that enhances overall communication
- Tailor training to individual employees to improve on performance
- Understand what motivates peers, employees and superiors
- Gain awareness of basic laws and regulations as they apply to performance reviews, including EOE and ADA
- Gain techniques and strategies to manage time and schedule workload

What You Will Cover

LESSON 1

Letting Go of Your Former Role

- Understand the change process
- Identify new challenges and the pitfalls to avoid
- Determine expectations from your boss, employees, peers, and senior management

Setting Goals for Yourself and Others

- Set SMART goals for yourself and others
- Delegate tasks with focus on quality standards

Project Delegation

- Benefits and challenges to delegation
- Delegation in five steps

LESSON 2
Managing Your Time

- 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

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

LESSON 3

Motivating Others

- General motivation concepts
- Employee motivators and supervisor actions
- Create a motivating environment

Understanding Adult Learners

- Train people on the job
- Understand different learning styles
- 5-step model for training people on the job

LESSON 4

Give and Receive Feedback Constructively

- Deliver supportive and corrective feedback using the Instant Feedback Device

Developing Legal Awareness

- Identify the basic laws governing all aspects of the performance cycle
- Discuss your obligation under these laws

Who Should Attend

Newly promoted supervisors with less than one year of experience in this position; process and production supervisors who want to enhance their effectiveness through supervisor training.

Schedule

- [4] days - $1,895 Non Members
- [4] days - $1,695 AMA Members
- [4] days - $1,605 GSA

Credits
Credits
1.2 CEU