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/2243
Making the Transition from Staff Member to Supervisor

Make the move from employee to supervisor a seamless transition with this comprehensive supervisor training curriculum

New supervisors will feel empowered to hit the ground running with the skills learned in this seminar. Be ready to take on any task, bring their best self to the job, while adopting new habits that will quickly get them up to speed.

In this high-impact, 2-day seminar, the AMA faculty will help students avoid common pitfalls new supervisors encounter and also learn the secrets of managing people. Students also receive all the essentials skills, from motivating direct reports and coaching to conflict resolution and legal compliance. With hands-on practice, students will gain skills they can begin using right away. Plus a game plan that helps them start experiencing the benefits of their new role sooner.

How You Will Benefit

- Create a new game plan for growth
- Let go of your former role and establish your credibility
- Develop legal awareness to act and behave in compliance with workplace laws
- Adjust your behavioral style to give yourself a more winning edge
- Discover the secrets to inspiring and motivating your direct reports
- Use the instant feedback model to build a successful coaching relationship
- Control your emotions and think strategically when dealing with conflicts
- Be definite and decisive in managing and protecting your time

What You Will Cover

Setting Yourself up for Success

- Understanding your new role as a supervisor
- Making a change or letting go: Working with the three phases of change
- Recognizing common challenges and pitfalls to avoid
- Meeting the expectations of key stakeholders, including your boss, direct reports, senior management, and former peers
- Conducting a gap analysis to determine how to meet critical expectations

Developing Legal Awareness

- Understanding basic equal employment opportunity (EEO) laws
Gaining legal awareness in all aspects of the performance cycle

Leveraging Your Personal Style

- Understanding your own personal style and the styles of others through an assessment
- Focusing on clues that can help pinpoint an individual’s personal style
- Flexing your personal style to build more effective relationships

Motivating Others

- Conducting an employee motivation analysis
- Creating a motivating work environment based on each employee’s personal style

Managing Employee Performance

- Setting SMART goals for yourself and others
- Using a five-step model to train your employees
- Giving and receiving supportive and corrective feedback

Delegating Work to Your Team

- Creating a plan for delegation and using this process to assign key tasks
- Overcoming your fears of turning over responsibility and authority

Handling Conflict with Ease

- Knowing your conflict-handling styles
- Developing the right conflict approach for each individual and situation

Managing Your Time

- Applying the time priority model to workplace tasks
- Managing and protecting your time to get more of the right things done

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.

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**

- [2] days - $1,995 Non Members
- [2] days - $1,795 AMA Members
- [2] days - $1,700 GSA

**Credits**

1.2 CEU

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