

# Supervision



In today's business, the supervisor or team leader is the main link between the organization's goals and the people who are responsible for the daily activities that make those goals a reality. Because of the necessary and integral role that this position plays, it is obvious that good supervisors and team leaders are key to the success of any organization.

Many decisions required within this role every day affect profits, productivity, service levels, as well as attitudes, and morale. With a role and function of this magnitude, it would seem logical that the process of becoming a supervisor and team leader would require years and years of training. However, most supervisors and team leaders have had little or no training in the required skills. Almost universally, today's supervisory force is made up of men and women who have been promoted from being a super-worker to being a supervisor or team leader.

## A Process for Results

Supervisory Development is a process that makes supervisor and team leadership development not only possible, but also eminently profitable. Individually, each supervisor and team leader reflects the proficiency of a specialized knowledge. Together, they form a powerful force that assures the achievement of organizational goals through its people. ■

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## Essential Element No. 1

### Attitude Development:

Attitude is the basis of all individual behavior. The effectiveness of a supervisor or team leader will depend on their behavior in a given situation. Improved results and productivity begins by developing the attitudes that govern the person's behavior.

## Essential Element No. 2

### Behavior Management Skills:

Better than 50% of a supervisor's or team leader's time is spent managing other people. To be effective in this role, it is important that the individual develop the skills necessary to effectively communicate and maximize productivity.

## Essential Element No. 3

### Goal Accomplishment:

A supervisor or a team leader not only sets goals but also needs to determine how they will be achieved, what obstacles must be overcome in the process, and the time line necessary. The Supervisory process provides a proven goal accomplishment model that can be immediately applied to any organization.

## Critical Issues Covered Within This Process

- The Roles and Functions of a Successful Supervisor or Team Leader
- Effective Organizational & Personal Goal Setting
- Developing Confidence
- Managing and Controlling Your Use of Time
- Understanding Human Needs
- Motivating Improved Performance
- Creating an Environment for Growth
- The Art of Listening
- Taking Corrective Action
- Delegation
- Decision Making
- Problem Solving

## The Results are Measurable

- Dynamic Teams
- Lowered the Costs of Doing Business
- Strengthened Individual
- Motivation to Perform
- Increased Revenues
- Increased Profitability
- Added Value to Processes

## Contact Information

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## Deliverables – Supervision Development

<b>11 Development Sessions</b>	Participants meet for 11 weekly sessions for 3 hours. This process enables participants to “develop” since they will have application and practice time between sessions. Each session will end with specific goals and action steps to be accomplished by the next session.
<b>3 Follow-Up Sessions</b>	The group will meet quarterly for the 3 quarters following the last session. Participants will present progress reports on their individual and organizational goals. When needed, additional content may also be part of these sessions.
<b>Audio CD Series</b>	14 Chapters of program content in audio form enables participants to have multiple exposures to the content between sessions allowing the sessions to be hands-on and application oriented. Five exposures during the week between sessions results in content retention in excess of 60%.
<b>Text</b>	Exact same content as audio series with assessments at the end of each chapter for reinforcement of content. The text is also used as a reference guide.
<b>Action Plan</b>	Self and Organizational Evaluation Sections utilized to personalize individual action Plans.
<b>Phone/E-mail Consultation</b>	Participants within the group will have unlimited phone/e-mail consultations with facilitator during the process.
<b>Concept Application Through Goal Setting</b>	The group will focus on the implementation of key concepts as they apply to each participant, by developing written goals with measurable action steps.
<b>Critical Issues</b>	Each participant will identify 3 critical issues within the organization and develop comprehensive action steps for each issue.
<b>Productivity Assessment</b>	The group will analyze current productivity followed by measurable goal setting.
<b>Self-Concept Profile</b>	Each participant will analyze current confidence and comfort levels with self, and create steps to be taken if improvement is desired.
<b>Personal Vision</b>	Each participant will develop a vivid mental picture of his/her future direction.
<b>Management Skills Assessment</b>	The group will analyze the current management skills level in the areas of: Production People Time This will be followed by measurable goal setting and action steps where improvement is needed.
<b>Time Management Analysis</b>	Each participant will analyze his/her personal time management ability followed by goal setting where improvement is needed.
<b>Communication Assessment</b>	The group will discuss the current communication “state” and its impact on others.
<b>Measurable Results</b>	The process is customized and tailored to achieve the measurable outcomes set by each specific client organization.