
Excelling as a Manager, Supervisor or Team Leader

New managers and supervisors face the most difficult challenge — working through and serving others to get things done. This unique course provides the tools to be a true servant leader and not just “the boss.” Learn how to motivate employees, how to manage relationships and performance, how to coach effectively to create high-performing teams, how to make informed decisions and how to communicate successfully both up and out to leadership and the team. Learn to do all this while managing a new workload and focusing on the most precious resource — people.

Module 1

Being a Leader vs. Being a Boss

Learn to be a true leader by building a skills tool kit filled with qualities like vision, creativity, innovation, collaboration and teamwork.

- Define the 6 differences between a leader and a boss to determine how one is more effective than the other
- Discuss the new day-to-day job responsibilities and skill sets faced during the transition from individual contributor to leader
- Explain how to utilize the 5-step approach to adaptive leadership to match the right task, employee and leadership development style when assigning work and providing growth opportunities

Module 2

Mastering Team Communication

Communication requires constant attention because human interactions are dynamic and multifaceted. Learn to effectively communicate within a team.

- Complete a unique interpersonal style inventory to discover your strengths and challenges
- Demonstrate how to provide clear and concise communication to a team member
- Identify how to lead an effective and productive team meeting that saves time, makes objectives clear and keeps everyone on the same page

Module 3

Team Relationship Management

For business to run smoothly, you need people who can work together; understand one another; be on the same page; and have healthy, productive, team-oriented relationships.

- Explain how to use a resolution process to solve conflict that arises between leaders and employees
- Recognize how to mediate conflict between employees

Module 4

The Leader and the Work

Being a leader is about balancing people and projects, vision and tasks.

- Utilize time management principles to prioritize your current task lists
- Explain how to properly use delegation to create better opportunities and bench strength

- Identify what stress is and how to reframe and embrace it

Module 5

Decision-making Skills

Organizational leadership and team members expect leaders to make informed and well-thought-out decisions that will have a positive impact.

- Outline the thought process needed to make thorough and effective operational decisions
- Identify when employees should be empowered to make decisions
- Discuss post-decisions analysis and what can be learned from the experience

Module 6

Performance Management Methods

Performance management is the foundation of effective leadership, and many tools are available to help develop employees.

- Identify how to effectively communicate performance expectations and progress
- Explain how to create effective SMART goals for both leaders and employees
- Discuss the importance of professional development plans in helping employees grow their careers

Module 7

Being a Servant Leader

Learn the components of servant leadership and how both choice and service can aid new leaders in helping people develop and perform.

- Discuss the concept of servant leadership and a 4-component model outlining its main principles
- Define the skills necessary to perform an accurate leadership self-assessment and determine a commitment to service
- Identify the servant leadership behaviors leaders need to cultivate in order to serve others

Module 8

Creating High-performing Teams

Create a high-performing team of people with a common goal, vision and commitment.

- Define the components needed for creating high-performing teams
- Identify the specific actions that need to be taken to create an effective collaborative work environment
- Discuss a collaborative problem-solving process that can be utilized to efficiently address problems and roadblocks in the workplace

Module 9

Team Motivation and Recognition

How leaders choose to inspire and appreciate employees is a direct reflection of an organization's values and culture. Knowing what motivators work best for which employees is key to a servant leader approach.

- Identify the different psychological motivation theories and how they relate to motivators and incentives within today's organizations
- Explain the concept of tangible incentives and the effect they have on employee motivation
- Discuss intangible incentives and how to utilize them to recognize and motivate employees

Module 10

Coaching for Success

Effective coaching utilizing a precise approach allows leaders the opportunity to grow and develop the team they have built.

- Determine your proficiency as a coach
- Discuss how effective coaching can improve employee and team performance
- Outline how to coach employees demonstrating performance deficiencies
- Practice providing both positive and opportunistic real-time performance feedback

Module 11

Communicating Up to Leadership

Communicating up to leadership can be difficult if one has limited experience in that area. Discover how to create an effective and productive working relationship with a direct leader.

- Outline the critical mistakes you can make in communicating with immediate leadership and members of the executive leadership team
- Discuss how to “manage up” to leadership by applying the same communication skills utilized with the team
- Define how to become an effective champion for change

Module 12

What Do I Do Next?

This interactive module helps with identifying the social/ networking, operational and talent management responsibilities every new leader needs to perform in their new position.

- Identify the operational leadership tasks to be completed in the first year in a leader role
- Identify the social and networking leadership tasks to be completed in the first year in a leader role
- Identify the talent management and servant leader tasks to be completed in the first year in a leader role

