



**Schulich**  
School of Business  
Executive Education Centre

Register for  
an Upcoming  
Session:

July 15 – 17, 2019  
April 27 - 29, 2020

# Leadership Skills For Supervisors & Front-Line Managers

*Implement new team communications, staff leadership and performance feedback techniques to boost results.*

## Our Participants Say it Best:

*"This course truly inspired me, and also adequately prepared me to be a more effective leader. With the wealth of information provided, I was impressed by how well it was prepared and presented in the time available."*

**R. Halko,**  
Supervisor, GIS  
PowerStream Inc.

*"Eye-opening – will put more focus on the type of leader I am and how I affect others in the organization."*

**D. Vanderheyden,**  
Logistics Manager,  
Tirecraft Ontario Inc.

*"Great course content and facilitators. A good blend of people enhanced the overall experiences, and perspectives were diverse and unique."*

**P. Alavathill,** Director of  
Family and Community  
Resources,  
Home Instead  
Senior Care

## SEEC Moments of Insight include:

A better understanding of yourself and your teams through the completion of the Personal Style Inventory®.

Different techniques are required for managing different generations of workers with varying levels of experience.

Class discussion, practice of skills, and participation in simulations help when implementing techniques back at the office.



21 PDU\*



21 CPD

Register Today / Complete Details

<http://seec.online/12214>



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# Leadership Skills For Supervisors & Front-Line Managers

Develop your skills to better manage employee relationships

## Develop applied leadership skills you can use every day to increase staff productivity and engagement.

An effective supervisor or department leader must be able to **get the most productivity out of their people. That's what this course will help you achieve – productivity gains!** This is accomplished using leadership strategies that will engage, challenge and motivate your team members. The program teaches you the latest in applied areas of staff leadership including: **goal setting, time management, performance coaching, employee communications, conflict management, delegation and management ethics.** You'll also be able to build your leadership style strengths by completing the Personal Style Inventory Tool®. Plus, learn to provide strong direction and constructive feedback that gets results!

### Top Take-Aways

- New leadership styles:** discover your optimal communication style using the Personal Style Inventory Indicator
- New coaching techniques:** mentor each team member for success
- Goal setting and time management** to effectively set priorities
- Delegation techniques** to set consistent goals for your team
- Conflict resolution** approaches to manage difficult situations and employees
- Professional performance feedback** to motivate and engage staff of different ages and experience levels
- Management ethics** to advance your career

### Who Should Attend

The curriculum is recommended to anyone who currently supervises employees or manages team performance, including:

- Department supervisors in business and government
- Office managers and business administrators
- Team leaders, branch managers and regional supervisors
- Plant and production managers and front-line managers
- HR, organizational training and industrial relations specialists
- Previous participants in supervisory and leadership training programs who want a 'next step' program

### Overview of Learning

#### Understanding Your Leadership Style: Your Personal Style Inventory (PSI)

- PSI tool - how does your style impact team performance?
- Strengths of different leadership styles

#### Your Workforce Make-up: Managing 4 Generations

- The four generations and how they accept your leadership
- What each generation values, believes, and the messages they send

#### Leading and Motivating the Team

- Leading, Motivating and Engaging Staff
- Leadership today – how it applies
- Motivating others for positive outcomes
- The impact of your leadership style

#### The Supervisor/Manager's Role in Setting/Achieving Goals and Managing Time

- Prioritizing work and time-management strategies
- Strategies to effectively manage the resource of time
- Identifying opportunities to add value

#### Coaching and Communicating Effectively with Staff

- Key elements of effective listening
- Managing emotional 'hot buttons'
- Practicing your nonverbal style

#### Coaching to Improve Performance

- How and when to coach
- Difficult employee issues – common warning signs, what to do and what to avoid

*Continues online*

#### Dates & Locations:

**July 15 – 17, 2019**  
Miles S. Nadal Management Centre

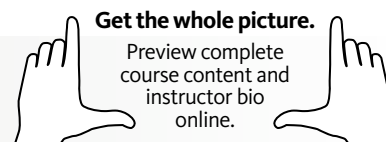
**April 27 - 29, 2020**  
Executive Learning Centre

#### Registration Fee:

\$3,250 + applicable taxes

#### Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A special corporate rate is available for participants at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees and locations are subject to change



**Register Today / Complete Details**

<http://seec.online/12214>

Tel.: 416.736.5079 | 1.800.667.9380  
or email [exceedinfo@schulich.yorku.ca](mailto:exceedinfo@schulich.yorku.ca)