

Grow your career.
Level up for the future.

Certificate in Leadership Skills for Supervisors and Front-Line Managers

Explore advanced techniques for dealing with a multi-generational workforce and handling the “tough” management tasks.



Schulich
School of Business
Executive Education

YORK U



Certificate in Leadership Skills for Supervisors and Front-Line Managers

This outstanding five-day supervisor training certification program is for new front-line managers and team leaders, as well as those with experience looking to refresh their skills. It delivers insight and essential knowledge in five key areas of supervisory management training expertise. You'll learn to apply the Big Three competencies of a highly effective leader and take advantage of your personal management strengths while building forward momentum in your team and organization.

Grow your career.

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5-day program (includes additional 2-day workshop)



Book this course online: seec.online/Fundamental-Leadership-Skills-Supervisors-Front-LineManagers



Certificate in Leadership Skills for Supervisors and Front-Line Managers

Benefit from our supervisory skills training curriculum's extensive interactive training format, a variety of modern teaching approaches, customized assessment tools – including the Myers-Briggs Assessment Inventory – lectures, leadership surveys, group case discussions, role plays, visual aids and team exercises. The certificate, divided into five fundamental learning cornerstones, covers the key roles of effective supervisors and managers; leadership and team motivation; communications skills training and staff development; delegation, problem-solving and decision-making; and employee conflict resolution and performance evaluation.



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Program Highlight



5 Virtual classroom sessions

9:00 am – 4:00 pm



Online

Virtual Elements



Personal Assessment

Personal Style Inventory



CE Credits

35 HRPA-CPD Hours



I have gained the confidence in my leadership style and learned the skills required to work towards effectively leading my team of staff. The resources and experiences shared are transferable to any management or leadership role.

J. Glover

Acting Manager, Administrative Services, Northumberland County Community and Social Services

An invaluable learning experience that provides very practical skills and insights, while keeping you heavily engaged and interested.

J. Goring

Assistant Manager, The Law Society of Upper Canada



Program Content

Day 1 - The Key Roles of Supervisors and Front-Line Managers:

The Essentials of Progressing in Organizations

- Transitioning from doing to being responsible for results
- Acting as a role model to others – what does that really mean?
- Supervisory responsibilities – what does that entail?
- How does this “translate” in managing others?
- Explore the potential strengths and non strengths of your style

Developing a “Different, Progressive” Mindset

- Clarifying your authority/limitations
- No longer a “member” of the team – what it means
- Challenges we encounter when we consider progressing
- Working with older, more experienced staff, former peers, managing a diverse workforce

Goals Setting and Managing the Resource of Time

- The supervisor/manager’s role in setting goals, sustaining them to successful completion
- The planning process and prioritizing the work
- Time management strategies
- Increasing effectiveness by managing the resource of time
- Identifying opportunities to add-value

Day 2 - Effective Leadership and Team Motivation Techniques

The Supervisor as a Leader

- What is leadership?
- The importance of becoming a role model
- Competencies/behaviour and skills of great leader – why these matter?
- Managing the different daily interactions – how do we respond?
- Your leadership style: what does it mean and implications

Working with and through others

- Defining teams now
- Building teams: 4 stages
- Conduct, characteristics and behaviours of successful teams
- Fundamental motivation techniques: telling and asking employees
- Valuing the diversity of the team
- Creating opportunities to achieve

Motivational Techniques

- What do we value in work?
- Fundamentals motivational techniques: telling or asking
- Creating opportunities to achieve – why this is an important aspect of motivation?
- Motivating without money – dealing with morale issues

Program Content

Day 3 - Communication Skills and Staff Development

Communicating Effectively with Staff

- Recognizing the barriers to good communication
- Key elements of effective listening
- Using Questions as a tool to source more information

Coaching to Improve Performance

- Five essential steps in coaching success
- When and how to coach
- Difficult employee issues – common warning signs, what to do and what to avoid
- Managing your “hot buttons”

Communicating Expectations

- Setting standards and targets
- Giving feedback to staff – the great, good and not so good
- What do employee complaints tell us?
- Providing constructive feedback that gets results

How to delegate to achieve higher productivity

- Learning to let go and set consistent goals for your team
- Effective delegation techniques – a form of training/development for staff
- Involving your staff in setting parameters and time frames

Day 4 - Managing Diverse Teams and Problems

Your Workforce Make-Up Managing Generations

- What generations exist in the workplace now
- What defines a generation
- What this means in our workplace
- Differentiations between the generations
- Finding common ground
- Managing conflict amongst the generations
- Learning from each generation

Problem Solving, Decisions and Teams

- What types of decisions do supervisors and front-line managers make?
- Getting agreement on problems – What role does a team play?
- Six steps in solving problems
- Tools that can help successful implementation

Program Content



Day 5 - Managing Difficult Situations

Management Ethics – their importance in the workplace of today

- Basics related to ethics in the workplace
- Forces involved with ethical behaviour
- Understanding the role policies, procedures, and protocols play
- Ethics, communication and feedback

Resolving Disagreements or “Conflict”

- Challenging Employees – what does this really mean
- Manager’s responsibility and accountability
- Steps in dealing with the tough stuff
 - corrective not punitive action
 - counsel & coach before discipline
 - the fairness factor of caring
- Where do we “go” when it doesn’t work

Providing Constructive Performance Feedback

- Pulling it all together when having those difficult conversations
- Planning for feedback that is accepted by staff
- How to start the discussion, keep it on target, and reach a successful outcome
- Documentation, suggestions, tips, and employee action plans

Wrap Up and Evaluations

Participant Profile

The program is ideal for anyone assuming a new leadership role or looking to refresh their management toolkit, 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



Why a Certificate at Schulich ExecEd?

There will no longer be a single transition from graduation to work in one's life.

Because few of us have the same job for life, we constantly have to re-invent ourselves, learn new skills and adapt to the changing marketplace and business environment. Today's professionals and executives must be able to quickly develop and fine-tune personal business skills to adapt and grow.

We are #1 Business School in the country

We have the privilege of being ranked #1 and teaching top students from around the world.

Our Program is Unique

Distinction from growing competition in the job market.

We Provide a Combination of Skill Specialization & Range

Deepen your current skills and acquire new ones.



About Schulich ExecEd

At Schulich Executive Education Centre, the professional development arm of the world class Schulich School of Business, all our programs are non-degree, mid-career acclaimed qualification that employers recognize and that you can add to your CV.

We provide:

- Short courses building an individual business skill have industry recognized credentials for that skill
- Certificate programs build a wider skill set with a number of key skills
- Masters Certificates are an intense dive into Leadership, Management or specific Business skillsets. This is our highest mid-career professional development business school certification

Key Stats:

- Ranked #1 business school in Canada
- Ranked #12 in global MBA ranking
- Educated over 80,000 professionals across the world.
- Delivered over 4,000 programs virtually and in-person
- 96% of our graduates used knowledge or skills from the program on the job
- 87% of our graduates reported improved job performance
- Worked with over 500 companies worldwide

Over 450 leading faculty in areas of management, leadership, communications, finance, marketing, business development and strategy





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