

Grow your career.
Level up for the future.

Fundamental Leadership Skills For Supervisors & Front-Line Managers

Acquire all the skills you need to increase staff
productivity and engagement.





Fundamental Leadership Skills For Supervisors & Front-Line Managers

An effective supervisor or department leader must be able to get the most productivity out of their people. That's what this program will help attendees achieve – productivity gains! This is accomplished using leadership strategies that will engage, challenge, and motivate team members.

It focuses on helping new supervisors or front-line managers gain the essentials of staff leadership including transitioning from front line employee to front line management, goal setting, time management, leadership essentials, motivational techniques, managing diverse teams, employee communication, and performance coaching.

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3-day program



Book this program [online](#)

Program Highlight



3 Classroom Sessions

Rich learning in just 3 days of study



Assess Yourself

Gain a better understanding of yourself and your teams



Personal Assessment

Personal Style Inventory



Digital Badge

Receive an authentic digital badge from Canada's #1 business school



This program 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.



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

Wrap Up and Evaluations

Who Will Benefit



Aspiring Leaders

Prepare for your next team leadership role with a hands-on program that offers specialized skill sets in front-line management.



Front-Line Managers

Current floor supervisors, front-line managers and on-the-ground team leaders will develop new tools and techniques to boost staff productivity and advance their careers.

Completion Benefits



Foundational

Signifies that you've gained information and insight into new skills.

After completing the Fundamental Leadership Skills for Supervisors and Front-Line Managers program, you'll receive an authentic digital badge from the #1 business school in Canada that employers will recognize.

As more and more companies look for candidates with specific skills, this badge on your CV will be a credible assurance of your achievements and expertise, allowing the right roles to find you faster.



21 HRPA-CPD Hours. This program has been approved for CDP hours under Section A of the Continuing Professional Development (CPD) Log of the Human Resource Professionals Association (HRPA). Be sure to note the program ID number on your CPD log. For more information about certification or continuing professional development, visit the HRPA website at www.hrpa.ca/hrdesignations_/Pages/Continuing-Professional-Development.aspx

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 ExecEd, 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 programs 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





Schulich ExecEd, Schulich School of Business at York University

500-222 Bay Street. Toronto, Ontario M5K 1K2

1 800.667.9380

execedinfo@schulich.yorku.ca

execed.schulich.yorku.ca



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