2020-2021 SUPERVISOR
LEADERSHIP *Series*

RHODES STATE COLLEGE

Each workshop is a one-day, four-hour session from 8am-12 noon on the Rhodes State College campus.

The cost for each session is $150; $135 for employees of WCOMC employers. Masks are required, and temperatures will be taken upon arrival on campus. Refreshments will not be provided but attendees may bring bottled water.

Click on session date for registration details.

SEPTEMBER   9.16.20   9.23.20

Stepping up to Supervision: Making the Transition Work

Supervising others is different from being a frontline performer. It is a difficult transition for most people and becomes more difficult as the competitive climate intensifies, the workforce changes, and profit margins shrink. We'll discuss changes in mindsets, skill sets, and expectations as well as how to avoid predictable mistakes commonly made by new supervisors.

OCTOBER   10.14.20   10.21.20

Implementing Sustainable Change

A high percentage of change initiatives fail. The most common cause of that failure is based in the "human side" of change so we will explore the people issues involved in implementing sustainable change, such as turf issues, low trust, and how to overcome "the way we've always done it" mindset. This includes a review of critical steps and questions that help employees move from "what was" to "what will be" as well as countering resistance and sabotage.

NOVEMBER   11.11.20   11.18.20

Flexing Your Leadership Style for Greater Supervisory Effectiveness

We will assess your leadership style and explore the implications for dealing with people (e.g. coaching and communication), task accomplishment (e.g. planning, making decisions), and creating a more positive work climate (e.g. employee engagement, commitment, accountability).

JANUARY   1.21.21

Communicating for Improved Performance and Greater Commitment

We'll examine the basics of effective communication in the workplace, including verbal and non-verbal communication, the tone of a person's voice, and the unique problems created by email or texting. We will also look at how to improve feedback and learn how to avoid the ten most common feedback mistakes that leaders make.

FEBRUARY   2.11.21

Motivation and Morale: Understanding why People Do What They Do

We will explore what motivates (and demotivates) today's employees and how to use different motivational approaches to create and maintain a work environment where all workers can be energized, satisfied, and appreciated. This will include a discussion of how different generations want different things from their supervisors and their work environment.

MARCH   3.11.21

Accountability Principles and Practices

We will look at how to gain greater buy-in and commitment from others, particularly in light of what leaders must do to help employees be more accountable while countering apathy, blame, and fault-finding. A checklist of critical success factors will allow participants to review their company's ability to create a culture of accountability and explore what actions supervisors can take to support and sustain that effort.

APRIL   4.15.21

Dealing with Difficult People, Behaviors and Situations

We will look at dozens of "difficult people" and behaviors commonly encountered in today's workplace, seeking to understand what makes someone difficult, what motivates the person to be that way, and explore different ways to avoid having your effectiveness compromised by their behavior. In addition to the "people" issues, there will be several routine, recurring, and predictable situations that supervisors must deal with (such as performance discussions, discipline, and conflict interventions) and discuss what the supervisor can do to make these less confrontational.

MAY   5.13.21

Handling Uncomfortable (but Essential) Conversations

This workshop offers practical tips for dealing with essential but difficult communication and feedback situations. We'll focus on how to be more confident, stay in control, and promote mutual accountability both during those exchanges and while managing the follow-up. These techniques will also be equally useful in a variety of more routine supervisory functions (e.g. coaching, planning, motivation, and delegation).

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