

Supervising for Success: A Leadership Development Series

Workshop #1

Front and Center: The Essentials of Frontline Leadership in Manufacturing

- ☐ Examine the common responsibilities of leaders at every level of an organization.
- ☐ Explore what it means to develop and have leadership presence.
- ☐ Understand the critical difference between developing expertise/job competency (IQ) and building higher degrees of emotional intelligence (EQ) in order to more successfully lead others and positively influence operational excellence.
- ☐ Discuss how stronger degrees of emotional intelligence help leaders more effectively build trust, relationships, and rapport with their staff and their teams.

Workshop #2

Stand Up and Stand Out: Communicating as a Frontline Leader

- ☐ Discuss the obstacles to effective and meaningful communication in the workplace.
- ☐ Explore the primary influences on F2F, phone, and email communication.
- ☐ Understand the personality/social style influences on how individuals communicate, as well as the differences in how individuals learn.
- ☐ Learn top tips for more effectively coaching, mentoring, and giving feedback.

Workshop #3

Conflict and Collaboration: Harnessing Both for Growth and Innovation

- ☐ Explore the characteristics of high-performing collaborative teams and organizations.
- ☐ Review the common causes of conflict in workplaces.
- ☐ Discuss behavior patterns (aggressive, assertive, and passive) that influence the ability to communicate professionally, positively manage conflict, make effective decisions, and/or proactively solve problems in a collaborative and team-oriented environment.
- ☐ Introduce a tool to help supervisors/managers and their staff to more successfully manage conflict and encourage collaboration.

Workshop #4

Keeping Your Talent: The Business Case and Best Practices for Engaging and Retaining Talent

- ☐ Discuss how you define “talent” in your organization.
- ☐ Understand the talent management challenges facing organizations today.
- ☐ Define and discuss the different generations in our workplaces and their influences on our workplaces.
- ☐ Explore the “Engagement Eight,” practical tips and strategies for boosting engagement and retention.