

Supervisory Development

A supervisor or team leader is the main link between the organization's goals and the people who are responsible for performing daily service or production activities. Supervisors have an integral role in the organization and are the key to establishing and enforcing processes, appropriate work behaviors, and making goals a reality for the organization.

Development Process

Supervisory development is a process that makes profitability eminently possible for the organization. Individually, each supervisor will reflect on their proficiency of specialized knowledge and their ability to supervise people.

Essential Elements

Attitude Development – Attitudes are the basis of all individual behavior. The effectiveness of a supervisor or team leader will depend on their behavior in a given situation. Improved results and productivity begins by developing the attitudes that govern the person's behavior.

Behavior Management Skills – More than 50% of a supervisor's or a team leader's time is spent managing other people. To be effective in this role, it is important that the individual develop the skills necessary to effectively communicate and maximize productivity.

Goal Accomplishment – A supervisor or a team leader not only set goals but also needs to determine how they will be achieved, what obstacles must be overcome in the process, and necessary time lines. The Supervisory

development program provides a proven goal accomplishment model that can be immediately applied to any organization.

Examples of Topics Covered

- The roles and functions of a Successful Supervisor or Team Leader
- Managing and Controlling Use of their Time
- Understanding Human Needs
- Motivating Improved Performance
- Developing Confidence
- Creating an Environment for Growth
- The Art of Listening
- Taking Corrective Action
- Delegation
- Decision Making
- Problem Solving
- Organizational & Personal Goal Setting

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