Leadership and Communication Skills for Supervisors

Learn how to motivate people, maximize team performance, work through conflict and more in this comprehensive leadership and communication workshop.

 # 1 Leadership Reins

Leadership begins with understanding factors contributing to motivation. Building on this foundation, participants develop effective approaches for communicating with individuals. Acquired competencies include:

Interpersonal Skills
- Developing Others
- Interpersonal Communication
- Group Dynamics

Personal Skills
- Self Objectivity
- Flexibility

 # 2 Supervisory Management

Developing others involves developing performance goals for the work unit and individuals within the group. Three factors for successful performance are examined while the group develops its own performance goals. Competencies addressed include:
- Problem Solving
- Goal Setting and Implementation
- Group and Team Dynamics
- Interpersonal Responsiveness

 # 3 The Role of the Team Leader

The team leader is only as effective as the performance of the work unit. Examining how individuals and groups develop establishes the basic framework for developing leaders. During the session, students enhance the following competencies:
- Influencing Others
- Developing Others
- Group and Team Dynamics
- Interpersonal Communication

#4 Managing the Team Through Conflict

Conflict is inevitable in the workplace; however learning how to approach and work through conflict is a skill. Students examine conflict, its motives and how individuals instinctively respond to conflict. Techniques for working through conflict are learned and applied. Competencies gained are:
- Interpersonal Responsiveness
- Conflict Management
- Problem Solving
- Proactive
- Flexibility

 # 5 Organizing and Developing Your Team Through Effective Communication

Although the workplace involves more communication than ever, unfortunately it is not always effective or of the wrong kind. Students examine communication in today's work environment and its positive and negative impacts. They also examine their own approach to communication for determining improvement areas. Competencies examined include:
- Interpersonal Communication
- Influencing Others
- Analysis

 # 6 Decision Making and Problem Solving in a Quality Culture

Work performance based on efficiency and effectiveness is a major goal within the workplace. Students learn the value of building quality into their work and examine how a work culture can be developed around "quality issues." Competencies applied are:
- Customer-Focused Delivery
- Data Gathering
- Analysis
- Synthesis
- Problem Solving

Two Locations:

Paris Extension Campus
February 2, 9, 16,23,
March 1, & 8, 2012
Time: 8:00am-12:00pm
Cost: $350 per person

Maysville Campus
March 20, 27,
April 3, 10, 17 & 24
Time: 8:00am-12:00pm
Cost: $350 per person

To Register: Lorrina.blevins@kctcs.edu
606-759-7141 ext 66194

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