

**Notes***Slide 1:***Introduction**

This course will take a look at the essential skills a manager must have to be successful. Those who have mastered the role agree that skills in five important areas are essential for all new managers and supervisors to have. They are interpersonal relationships, effective communications, staff development, accountability and organizational strategy.

In this course we'll look at effective leadership and how you can't effectively lead every individual in the same way. So how do you become an effective leader? How do you choose a leadership style?

If you have not managed people we can almost guarantee it is going to be challenging. If you begin by acknowledging the fact you are not going to be perfect, but allow yourself to practice these skills you will certainly grow as a manager or supervisor.

*Slide 2:***Course Objectives**

Upon completing this course you will learn how to:

- Establish effective goals and expectations to bring out the best in others
- Build a foundation of trust and credibility
- Understand the performance management process
- Develop the skills and abilities of those you manage
- Adapt your leadership style to the needs of your staff members
- Foster stronger relationships with your team and your peer group

Action Items*Slide 3:***Where are you in the world of management?**

Are you a manager presently?

*Slide 4:***The Supervisory Skills Questionnaire**

Your instructor will distribute the Supervisory Skills Questionnaire. Determine what you would likely do in each situation. Your Instructor will debrief the class after each participant completes the survey.

*Slide 5:***For Discussion**

- Principles of Communication
- Managing Relationships
- Establishing and Enabling Performance
- Coaching and Mentoring
- Managing Performance