



Leadership Certificate Program

(Up to 48 Hrs.)

Customized Solutions

Course objectives:

- Provide management/supervisors with an introduction to and practical implementation of leadership skills, supervisor best practices, and effective performance management
- Develop hiring and evaluation techniques, teambuilding, motivation, delegation and time management skills in frontline supervisors
- Use real-life case studies and projects to implement the use of the techniques learned in this course.

The following courses will be trained:

1. Leadership Skills for Supervisors	8 Hrs
2. Decision-making and Problem Solving	8 Hrs
3. Building Effective Teams	8 Hrs
4. Delegating Effectively	4 Hrs
5. Motivation and Reinforcement	12 Hrs
6. Manufacturing Practices	4 Hrs
7. Time Management	4 Hrs
Total	48

Course descriptions:

1. Leadership Skills for Supervisors

- What is Leadership?
- The Leadership Formula: Direction and Support
- Developing Synergy, Trust
- Responsibilities of a Supervisor
- Setting Goals
- Planning
 1. The Six Steps to Planning
 2. Types of Tasks
- Communication
 1. The Communication Funnel
 2. Listening
 3. Questions
 4. Paraphrasing
 5. Non-Verbal Messages
 6. Giving Feedback
- Providing Instruction
 1. Orders, Requests, and Suggestions
- Managing Conflict
 1. The Conflict Resolution Process
 2. Seven Steps to Ironing Things Out

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- Dealing with Difficult Employees and Progressive Discipline

2. Decision-making and Problem Solving

- Decisions Based on Objective Data
- Critical Thinking, Logical Choices
- Problem Identification
- Steps for Effective Problem-Solving
 1. Exploration
 2. Analysis
 3. Evaluation
- Other Problem-Solving Techniques
- Interventions
- SWOT Analysis

3. Building Effective Teams

- Types of Teams
- Developing Team Norms
- Stages of Team Development
- Effective Team Characteristics
- Team Problem-Solving Techniques
- Resolving Conflict
- Team Action Plans and Planning Tools

4. Delegating Effectively

- Why Delegate? Advantages and Disadvantages
- What is Delegation?
- Picking the Right Person
- The Delegation Meeting
- Levels of Authority
- Giving Instructions
- Monitoring Delegation
- Giving Feedback
- Becoming a Good Delegator

5. Motivation and Reinforcement

- What is Motivation?
- Supervising and Motivation
- Identifying Motivators
- Creating a Motivational Climate
- Applying Your Motivational Skills
- Designing Motivating Jobs
- A Motivational Checklist
- Change Management Techniques
- Leading Organizational Change
- The Performance Management Process
 1. SMART Goals
 2. Goal Setting
- Performance Development Plan
- Coaching and Counseling

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- Maintaining Performance
 - Handling Performance Problems

6. Manufacturing Practices

- Material Handling and Plant Layout
- Workflow Analysis
- Inventory Management
- Inspection Techniques
- Supervisor's Role in Quality

7. Time Management

- Setting Goals
- Planning Tools
- The Four D's
- Organizing your Workspace
- Managing Your Workload
- Delegation
- Projects