

PRINCIPLES OF MANAGEMENT I

Behavioral Expectations:	Module Outline:
<ul style="list-style-type: none"> • Learn how to create an environment of trust • Develop a selection strategy for interviewing • Learn theories in motivation and how to apply it in the workplace • Utilize the steps in progressive discipline • Understand the employment laws and how they affect your role as a supervisor • Recognize how to effectively solve problems and make correct decisions • Develop plans effectively by organizing and controlling processes and procedures 	<p>Prerequisites: None Schedule: Eight consecutive weekly sessions. (½ day each)</p> <p>This course is designed for managers and leaders who have just been promoted to their role or need a refresher in updating their management skills. Through group discussions, role plays and activities the participant will experience real world situations that they can take back and apply on the job.</p> <p>Module I The Supervisors Role in Management</p> <ul style="list-style-type: none"> • Understanding the role of the supervisor • What top management and employees expect of the supervisor • How to get work done through others willingly • Making the transition from employee to supervisor <p>Module II Communications</p> <ul style="list-style-type: none"> • Effective two way communication • Reasons why people listen poorly • Barriers to communication • ABC's of communication <p>Module III Selection, Orientation & Training</p> <ul style="list-style-type: none"> • Create a selection strategy to hire the right people • How to orientate the new employee • Know how to train your employees <p>Module IV Motivation</p> <ul style="list-style-type: none"> • Practical techniques to motivate employees • Understand what job satisfaction really is <p>Module V Discipline and Recognition</p> <ul style="list-style-type: none"> • What is progressive discipline? • Why employees resent discipline • How to administer discipline • How to conduct performance appraisals <p>Module VI Planning, Organizing, and Controlling</p> <ul style="list-style-type: none"> • Systematic approach to the planning process • Why plans fail • Basic elements of organizing • Steps to controlling <p>Module VII Problem Solving and Decision Making</p> <ul style="list-style-type: none"> • Recognize performance problems • Systematic approach to problem solving • Vertical thinking vs. lateral thinking • Making decisions using different techniques

Module VIII EEO and the Law

- Understanding employment laws and when they apply
- Learn about Family and Medical Leave Act, Sexual Harassment and Americans with Disabilities Act

Key Learning Points:

1. Understand the fundamentals of effective supervision.
2. Utilize tools to lead, motivate and communicate effectively.
3. Understand the supervisor's role in management.