

Supervision Fundamentals

There are many ways to transition from an individual contributor to a manager, but one thing is certain: New skills are required to be successful in the new role. Being in any leadership position requires you to be a communicator, motivator, problem-solver, delegator, interviewer, coach, and change agent all at once. Taught from an in-the-trenches perspective, this interactive series will give you practical, easy-to-use methods for handling everyday issues.

Learning Objectives:

- Identify what employees want from leaders and factors that influence values, behaviors, and performance.
- Foster relationships with both upper management and your employees to achieve goals and increase engagement.
- Use coaching techniques to provide feedback and recognition to develop employees for continued performance improvement.
- Leverage the levels of authority to elevate your own responsibility and maximize the contributions of your team.
- Determine good judgment and practices for delegation to extend your effectiveness and achievement.
- Implement strategies to constructively handle conflict and create positive actions.
- Uphold your role in employee interviewing, orientation and onboarding, and performance management.
- Utilize motivational theories and techniques to identify and respond to employee needs.
- Apply the psychology of change and strategies to introduce change and gain employee acceptance.



CEUs:
2.1 (21 hours)

HRCI Credits:
21 HR (General)

SHRM:
21 PDCs

Learning Options:

- Classroom training
- Live online
- At your location

Who Should Attend:

- Newly promoted or soon-to-be promoted managers and supervisors.
- Experienced managers and supervisors who have not had formal supervisory training and want to enhance their skills.

When you complete the entire program, you will receive a certificate recognizing your achievement.

Learn. Grow. Succeed.

**Delivery options include learning at MRA, at your location, or online.
Contact MRA to explore how this program may be customized to your unique individual and team training needs.**



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Course Outline

- Introduce the values of fair, firm, and friendly to inspire staff to great outcomes
- Practice building relationships with both upper management and your employees
- Identify the value of informal leaders, and how they can either make or break team success
- Practice coaching and feedback techniques to communicate clearly, lower defensiveness in others, and develop employees
- Define the levels of authority and how respect and responsibility are given, earned, and received by leaders and employees
- Develop a plan to elevate your own authority through upward feedback and increase your employee's authority through delegation
- Identify where conflict comes from and practice strategies to constructively resolve conflict situations
- Define your role in legally compliant employment interviews, engaging onboarding programs, and proactive performance management
- Explore and practice effective motivational techniques and change management strategies to achieve greater results

“ I will use this knowledge to be a better leader and encourage others to be leaders for the future. ”



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