

Boot Camp for New (and lightly-trained) Supervisors

INTRODUCTION: BEHAVIOR CHANGE

WEEK 1: DEFINING AND CREATING SUCCESS

- Day 1: Course Focus and Outline
- Day 2: Defining Success
- Day 3: Choosing Positivity
- Day 4: Being a Positive Role Model
- Day 5: Summary

WEEK 2: QUALITIES OF A GREAT SUPERVISOR

- Day 1: Fairness and Listening Are Crucial
- Day 2: Kindness Matters
- Day 3: Active Listening
- Day 4: Sarcasm Is an Obstacle to Success
- Day 5: Summary

WEEK 3: BUILDING PERSONAL INFLUENCE

- Day 1: Knowledge Is Power and Respect
- Day 2: Danger of Assumptions
- Day 3: Consistency Builds Trust
- Day 4: Emotional Intelligence
- Day 5: Summary

WEEK 4: HANDLING DELEGATION AND CONFLICT

- Day 1: Understanding How to Delegate
- Day 2: Delegation and Situational Leadership
- Day 3: Conflict Is Not the Enemy
- Day 4: Discussion Process
- Day 5: Summary

Boot Camp for New (and lightly-trained) Supervisors

WEEK 5: COACHING AND FEEDBACK

Day 1: Coaching Employees

Day 2: Feedback

Day 3: Coaching Cycle

Day 4: Coaching Dialogue Outline

Day 5: Summary

WEEK 6: CREATING A CULTURE OF SUCCESS

Day 1: Designing an Alliance

Day 2: Creating a Group Identity

Day 3: Faking It Until You Make It and Admitting Mistakes

Day 4: Intent v. Outcome

Day 5: Course Summary