

SuperNet for Supervisors and Team Leaders Course Outline

SuperNet I

Pre-work

- Participants and managers complete online or paper *SuperNet Survey* for competencies and goals

Lead, Supervise, Train and Coach (10 hours)

- Complete a leadership style inventory to understand the impact of your preferred behavioral style
- Learn to identify and appreciate employee strengths and challenges
- Learn the difference between coaching and counseling and when to use each
- Use a variety of targeted on-the-job training techniques to increase effectiveness

Communicate, Feedback, Conflict, and Discipline (10 hours)

- Increase listening adaptability
- Learn and practice a feedback technique designed to improve performance
- Know personal conflict style preference and how to readjust in conflict
- Use techniques to manage anger
- Learn communication strategies for building respect and responsibility
- Practice a 5-step process for effective discipline

Legal Issues, Diversity, Safety Issues, and Motivation (10 hours)

- Learn pertinent state and national workplace laws and their implications
- Determine motivators and customized recognition strategies
- Identify strategies for working effectively with a variety of cultures and backgrounds
- Plan level-appropriate interventions for substance abuse, violence, and stress in the workplace
- Develop strategies for effective safety compliance

Presentation Workshop (10 hours)

- Problem-solve low productivity and absenteeism cases
- Learn and practice presentation skills
- Develop and implement a team SuperNet presentation

SuperNet II

Participants and/or the organization select *SuperNet II* topics from the following list:

Basics of Business Writing (10 hours)

- Learn the importance of technical writing
- Practice the Five C's for writing success
- Review grammar basics
- Tips for better memos, letters and reports

Creating a Work Environment for Self-Starters (10 hours)

- Complete a "Work Expectations" learning instrument to increase commitment and job satisfaction
- Learn the guidelines for feedback practices that bring out the best in people
- Identify how to build levels of responsibility in your team or work group
- Learn how to communicate your expectations to others

Choices: Time, Delegation and Decisions (10 hours)

- Determine steps for setting priorities
- Identify time traps and tips for managing them
- Clarify criteria for effective delegation
- Learn the five decision-making and decision-implementation techniques

Customer Focus (10 hours)

- Identify how customer focus works
- Take the "Customer Service Test"
- Apply "the best face of the stone" approach to customer focus
- Develop a personal customer focus action plan

Diversity (10 hours)

- Identify differences most relevant to your team's performance
- Complete a confidential personal diversity assessment
- Develop strategies to solve 5 tough diversity cases
- Learn ways to break through barriers created by differences

Interview, Hire and Orient (10 hours)

- Learn criteria for positive, proactive, legal interviewing
- Practice interviewing techniques
- Complete an orientation outline for everyday use
- Define "business ethics" and identify common challenges

Meeting Facilitation and Participation (10 hours)

- Identify strategies for increasing meeting efficiency
- Learn ways to keep meetings focused and on track
- Practice techniques for managing meeting conflicts
- Facilitate a [SuperNet](#) meeting

Navigate Change and Manage Stress (10 hours)

- Identify the most difficult changes your workplace is undergoing
- Clarify your common responses to change and relate to DISC styles
- Identify resistance cues and learn strategies for reducing that resistance
- Learn a 4-step process for proactive change management

Performance Management (10 hours)

- Identify and communicate key expectations
- Write goals for performance evaluations
- Complete an individual assessment of "supervisory evaluation performance"
- Learn how to increase employee involvement in the evaluation process

Fundamentals of Teams (10 hours)

- Assess your individual approach to teamwork
- Learn techniques to clarify roles and reinforce team member strengths
- Identify ways to encourage team innovation and problem solving
- Learn top tips for employee rewards and recognition

Training for On-the-Job Trainers (10 hours)

- Identify learning style cues and corresponding training approaches
- Complete the "Personal Learning Insights Profile"™
- Practice techniques for responding to common difficult training situations
- Learn strategies to increase employee retention