

## **Excellence in Supervision**

### Section A: Getting Started

- Self-Assessment
- Objectives
- Introduction
- Supervisory Power
- Case Study
- Assessment

### Section B: Managing Performance

- Setting Expectations
- Giving Feedback
- Handling Problems
- Staying Flexible
- Assessment

### Section C: Communicating Proactively

- Delegating Tasks & Time
- Effective Meetings
- Talking to Your Boss
- Case Study
- Assessment

### Section D: Coaching for Excellence

- The Good Coach
- The Coaching Process
- Assessment

### Section E: Dealing with Change

- A Modern Skill
- Positive Change Management
- Case Study
- Conclusion

## **Giving & Receiving Feedback**

### Section A: Critical Feedback

- Self-Assessment
- Objectives
- Introduction
- Early Influences
- Assessment

### Section B: Responding to Critical Feedback

- 3 Types of Feedback
- Feedback Attack
- Responding to Feedback
- Feedback Attack
- Assessment

### Section C: Giving Constructive Feedback

- Steps to Giving Feedback
- Listen Up
- Workplace Feedback
- Giving Positive Feedback
- Feedback Attack
- Summary
- Conclusion

## **Managing Disagreement**

### Section A: Understanding Conflict Management

- Self-Assessment
- Objectives

- Conflicts & Disagreements
- MODI
- Assessment
- Section B: The Nine Styles
- Introduction
- Firm Styles
- Listen Up!
- Neutral Styles
- Listen Up!
- Flexible Styles
- Assessment
- Section C: Steps for Managing Disagreement
- Explore
- Say What?
- Plan & Prepare
- Say What?
- Implement
- Summary
- Assessment

## **Supreme Teams**

- Section A: Why Teams?
- Introduction
- Types of Teams
- Team Prerequisites
- Team Empowerment
- Identifying the Customer
- Customer Relationship
- Section B: Fundamental Elements
- Team Values
- Team Norms
- Team Lifecycle
- Section C: Team Development
- Team Components
- Mutual Goals
- Design & Leadership
- Rules & Guidelines
- Team Dynamics
- Team Controls
- Evaluation
- Section D: Competencies & Pitfalls
- Core Competencies
- Pitfalls
- Teamwork
- Effective Meetings
- Ineffective Feedback
- Mutual Respect
- Listening Tools
- Your Next Step