



# STEVE FRIEDLAND ASSOCIATES

MANAGEMENT CONSULTING • EXECUTIVE COACHING • TRAINING

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## *Supervisory Excellence Series*

### **Excellent Supervision: Core Principles and Exceptional Practices**

Today's new or experienced managers and supervisors in all industries and government face increasing challenges and opportunities for providing excellent supervision to their diverse workforce. This interactive workshop will provide participants with new knowledge, practices, tools and resources to strengthen and build competencies needed in delivering excellent supervision that results in improving performance outcomes.

#### ***Key topics will include:***

- Making successful transitions into supervision and management
- Attributes and practices of excellent managers and supervisors
- Leadership, modeling, and practices that help build and sustain credibility
- Addressing employment performance gaps—assessment and improvement plans
- Interventions for dealing with difficult employee behaviors
- Planning and facilitating effective meetings
- Peak performance and on-the-job practices that help improve performance.

As a result of this workshop, participants will be able enhance key competencies and skills to further facilitate their effectiveness in managing and supervising diverse employees resulting in improved performance outcomes.

**CORE COMPETENCIES: Leadership, Interpersonal Communication, Influence, Assessment, Planning, Problem-Solving, and Facilitation.**

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*“I have taken three of your workshops which have improved my teamwork and leadership skills. Your trainings have been a factor in my ongoing goal of improvement and has also been a factor in my two promotions within my organization in just two years.”--John Adlous, Supervisor*