

FROM BOSS TO LEADER: SUPERVISOR SKILLS FOR SUCCESS



COURSE OVERVIEW

Bad bosses. Everyone has had at least one in their working career. You do not want to be the bad boss in your work environment, the one who causes good employees to cringe when you enter the room. Or worse yet, you do not want to be the one who causes good people to leave the company. You want to be the type of manager that employees are willing to go the extra mile for. You want to nurture and inspire your team, giving them the confidence to do their job well. You want to provide guidance and motivation, while showing integrity and modelling the behaviors you want to see in your team. You want to be more than a boss, you want to be a leader. This course will arm you with the tips and general information you need to enhance your skills and transform from a boss to a great leader.

This course explores the following topics:

Good Boss vs Bad Boss

- Discuss common mistakes made by bad managers and qualities of good bosses.

The Boss as a Leader

- Discuss the differences between being a boss and being a leader.

Communication is Key

- Review the importance of communication between staff members and supervisors and discuss how to provide effective feedback.

Common Sense

- Explore ideas regarding being a great leader using common sense.

The Science Behind Good Leadership

- How to make employees feel valued, appreciated and important, as well as different ways to reward them for their dedication.

Emotional Intelligence

- What is Emotional Intelligence and how can I develop it?

Elements of Success

- Tips for becoming a successful leader.

OBJECTIVES

Successful completion of this course will increase your ability to:

- Know the differences between good and bad bosses.
- Understand how those who hold management positions can develop into good leaders.
- Recognize characteristics of good leaders.
- Know the elements of leading by example.
- Comprehend how to use common sense in workplace dealings.
- Know why it is important to use clear communication techniques.
- Understand the importance of providing effective feedback.
- Understand how to apply emotional intelligence to your dealings with others.

CONTACT US TO LEARN MORE!

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