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# The New Supervisor

## Courseware Sample

To purchase this program go to [www.kawconsulting.com](http://www.kawconsulting.com)

# About This Sample

This sample contains a preview of the “ **The New Supervisor**”, a 1 Day, Prewritten, Off-the-Shelf Course to help New Supervisors understand the implications and challenges they face in their new role, and the skills they’ll need to develop to be effective. The course provides trainers with everything they need to conduct an effective workshop.

To purchase the course, or find out additional information, go to [www.kawconsulting.com](http://www.kawconsulting.com) and click on “**The New Supervisor**” link on the menu on the left hand side of the page.

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## **The New Supervisor**

### Course Overview

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**Purpose:** The goal of this workshop is to help participants understand the implications and challenges they face in their new role as a supervisor, and the skills they'll need to develop to be effective.

**Target Audience:** New Supervisors

**Length:** 1 Day

**Topics:**

- Why Become a Supervisor?
- What Makes a Good Supervisor?
- What's Different Than Being an Individual Contributor?
- What Skills Do you Need?
- What Supervisors Do.
- Levels of Authority and Power
- Typical Supervisory Styles
- Common Day-To-Day Challenges
- What Other Supervisors Wish They Had Known Before Becoming One
- Personal Development Plan on Needed Skills

**Learning Objectives:**

By the end of the workshop participants will:

- Be able to understand and explain:
  - what makes someone a good Supervisor
  - the role and work of a supervisor
  - the challenges of being a supervisor and how this differs from being an individual contributor
  - the skills and competencies needed to become an effective supervisor
  - the principal sources of power and authority available to a new supervisor and how to use each appropriately.
  - the appropriate level of oversight to use when managing the workload based on the capability and commitment of the staff member doing the work.

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## Course Overview

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### Learning Objectives (Cont.):

Participants will also:

- Experience some of the common day-to-day challenges of being a supervisor.
- Have the chance to assess what skills they need to develop further.
- Be able to use the provided “Back At Work Tools” to help determine where to focus their supervisory efforts, and use the appropriate level of oversight and authority to match a given situation.

### Format:

The workshop consists of 7 modules. It's designed to encourage participants to take an active role in their learning by making extensive use of discussion based exercises worked either in subgroups or with a partner. Some of the exercises also require individual work.

Topics in each module are introduced via short slide presentations. Participants will then take the material and delve into it further via the exercises.

At the end of the session, participants will be asked to use the knowledge they've acquired throughout the day to identify the skills they need to develop further, and devise a plan for acquiring or enhancing these skills.

Following is a list of the topics covered in each module.

### **Module 1:**

The Basics

- Why Become a Supervisor
- What Makes a Good Supervisor
- Difference from Being an Individual Contributor
- Needed Skills

### **Module 2:**

What Supervisors Do

- The Supervisor's Framework of Essential Tasks
- How to Use the Framework to Determine What to Focus On.

### **Module 3:**

Levels of Authority

- The 3 Main Sources of a Supervisor's Power and Authority
- How to Use the Appropriate Mix.


## Course Overview

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- Module 4:** Supervisory Styles
- Basic Oversight Styles
  - Appropriate Time to Use Each
- Module 5:** The Challenges
- Typical Day-to-Day Challenges Most Supervisors Face
  - Practice Dealing with Them
- Module 6:** What I Wished I'd Known Before Becoming a Supervisor:
- Guest Presentation from an Experienced Supervisor in your Organization
  - Biggest Challenges They Faced
  - Advice on How to Make the Transition from Being an Individual Contributor
- Module 7:** Putting It Altogether
- Role Play to Demonstrate Grasp of Key Concepts
  - Personal Development Plan
- Participant Manual:** The workshop also includes a Participant Manual. It serves as a repository for the program's handouts and also includes a series of job aids that help the participant apply what they've learned back at work.

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# The New Supervisor



Your New Role and What It Means

# Learning Objectives

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- Understanding of what makes someone a good Supervisor
- Understanding of the Role and Work of a Supervisor
- Understanding of the challenges of being a Supervisor and how it's different from being an individual contributor
- Understanding of needed skills



# Learning Objectives – Cont.

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- Understanding of the principal sources of power available to you as a New Supervisor.
- Understanding of the appropriate level of oversight to use.
- Chance to brainstorm how you would meet some of the challenges of being a Supervisor
- Chance to determine what skills you need to develop.

# The Basics

Why Become a Supervisor?  
What Makes a Good One?  
Difference from Being an Individual Contributor  
Needed Skills

# The Basics – Module Goals

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- Get your insights on what makes someone a good Supervisor.
- Provide some background on the differences from being an individual contributor.
- Introduce the types of skills you'll need.

# What Supervisors Do

Basic Tasks

# What Supervisors Do – Module Goals

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- Equip you with an understanding of the basic responsibilities of a Supervisor.
- Develop an understanding of the skills needed in each area.
- Show how you can use the Supervisor Framework as a tool to determine where to focus your efforts.

# Levels of Authority

Sources of Power  
Examples of Each

# Levels of Authority – Module Goals

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- Equip you with an understanding of the basic sources of power for a Supervisor.
- Develop an understanding of appropriate time to use each source.

# Supervisor Styles

Level of Oversight Styles  
When to Use Each



# Supervisory Styles – Module Goals

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- Equip you with an understanding of the basic styles of task oversight Supervisors use.
- Develop an understanding of appropriate time to use each style.
- Chance to practice determining which oversight and authority level to use.

# The Challenges

Typical Supervisory Challenges  
Practice Dealing With Them

# Challenges – Module Goals

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- Provide background on typical challenges faced by Supervisors in their day-to-day work.
- Give you the chance to determine how you would meet some of these challenges.
- Help you identify skills you need to use in these situations and those you might need to improve.



# Putting It Altogether



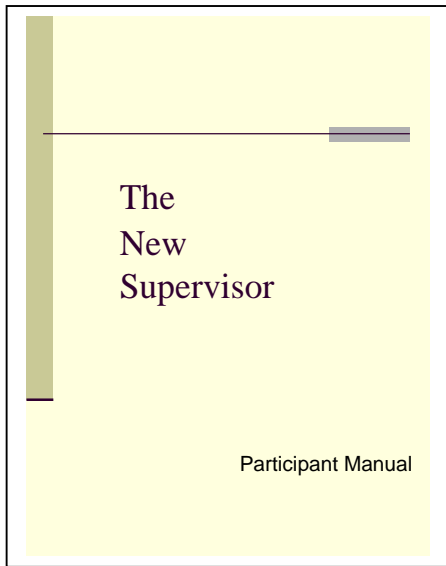
How to Use What You've Learned

# Putting It Altogether – Module Goals

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- Provide opportunity for you to demonstrate your knowledge of key concepts from today's workshop.
- Chance to start on your own personal development plan for skills you want to develop to become more effective.

## Table of Contents



Introduction

Course Slide Handouts

Exercises

Personal Development Plan

Application Guide

Notes