

---

# DEVELOPING NEW SUPERVISORS & MANAGERS

---



6 Bi-weekly Webinars

**DATES:** June 3, 10, 17, 24, July 8, 15

**TIME:** 12pm - 1pm (EST)

This training program has been specifically developed for NEWLY appointed supervisors and managers or anyone who aspires to advance to a leadership role.

## **Webinar #1 (June 3) – Making the transition to Supervisor/Manager**

Successfully transitioning into a new leadership role from Peer to Supervisor/Manager

### Overview:

- Making the transition from Peer to Supervisor/Manager
- The difference between managing and leading
- Understanding and Aligning with the Mission, Vision and Corporate Values of your Organization
- The importance of consistency and ethics in the workplace
- Being highly effective – 7 Habits

## **Webinar #2 (June 10) - Strategic Planning and Financial Management**

The importance of the “Strategic Plan” and how it influences the work you do. Understanding your role in developing and managing your budget.

### Overview:

- Strategic Planning – process, goals/objectives and tasks – performance measures – the budget process – Financial Controls
- Different approaches to thinking (Strategic, Critical and Systems thinking) Developing Creative Choices
- Developing Key Performance Measures
- Procurement/Purchasing – staying on track

### **Webinar #3 (June 17) - Effective Communications**

Listening carefully, understanding emotions and setting the right tone when communicating with others.

#### Overview:

- Building/Supporting your Team
- Why those difficult conversations are important!
- What is Emotional Intelligence (EQ)?
- Engaging others in decisions
- Building TRUST
- Generational differences at work

### **Webinar #4 (June 24) - Organizational Culture and Time Management**

Gain the insight and develop the skills to get things done. Managing toward outcomes!

#### Overview:

- Corporate Culture in the Organization
- Planning the work - working the plan
- 
- The art of delegating
- Setting priorities and monitoring progress
- Meetings can be frustrating and time consuming! Making them effective.
- Remote work – is it the new normal – what does it mean?
- Change Management requires personal commitment.

### **Webinar #5 (July 8) - Human Resource Management**

Understanding Collective Agreements – Policies - Rights and Responsibilities

#### Overview:

- Recruitment, Interviewing, On-boarding, Coaching and Disciplining,
- Setting clear performance expectations
- When is a performance management plan required?
- Maintaining a Harassment Free and Respectful workplace, Health & Wellness, Workplace Safety
- Building resilience in the workplace

## **Webinar #6 (July 15) - Political and Public Expectations; Delivering on Customer Service Standards**

Understanding what it means to work in Political Fishbowl, balancing competing expectation and surviving!

### Overview:

- Everything is Local – Dealing with Elected Officials
- Understanding your customer's expectations
- Building your network
- Dealing with difficult people, when nothing seems to work!
- How to effectively manage upward
- When and how to make course corrections – lessons learned
- Taking care of yourself – Avoiding Burnout

**REGISTER TODAY!**

