



Center
for
Lifelong
Learning

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First-Line Supervision

Course objective: Develop skills to orient, train, coach, and manage employees using self-assessments, action plans, and relevant work examples.

Your company benefits when:

- ◆ Managers coach and motivate employees to improve performance and productivity
- ◆ Managers exercise leadership and make faster, better decisions, improve morale, and handle conflicts and complaints.

Filled with expert information on all the basics of the job—from managing time and stress to motivating and counseling employees—this course is light on business-school jargon and heavy on real-world guidance. Using self-assessments, action, plans and relevant work examples, it shows employees exactly how to apply crucial supervisory skills in the workplace. Employees will discover the best ways to orient, train, and coach employees, to improve listening habits and communication skills, to use voice mail, e-mail and the Internet effectively, to plan and conduct meetings, to resolve workplace conflicts, and to manage change.

Participants will learn how to:

- ◆ Make a successful transition from staff to supervisor
- ◆ Develop their own leadership style
- ◆ Establish a positive, motivational work environment
- ◆ Give feedback to improve performance
- ◆ Build a top-performing team

Instructors: All instructors meet the College's instructor evaluation process.