



Core Competencies for Supervisors

Frontline supervisors are a main determinant of overall performance, retention, and morale in an organization. As newly appointed agents of a company, supervisors can create huge liabilities if they do not know their responsibilities or the magnified impact of their actions. Preparing supervisors is critical as it helps to protect the company's interests, maximizes its performance, and enables an organization to get the most from its employees.

Several recent studies have shown that a leading cause of employee dissatisfaction and turnover is not due to compensation (as typically thought), but by the relationship between the employee and their direct supervisor. A 2000 Gallup poll found that 80% of all employee turnover could be related to the unsatisfactory relationships the employees had with their manager. Additionally, this study found that there is a direct connection between the positive productivity of an employee and the relationship they have (or don't have) with their leader. Companies are finding out that they have been missing the target with their employee retention and productivity efforts.

Sample 4 hour session:

- Exploring the core competencies of successful supervisors
- How your role as a supervisor adds value to the organization
- What the key responsibilities of the supervisor are
- Moving from Peer to Supervisor
- Clarify relationships to subordinates, peers and other supervisors
- Build communication skills and understand how communication enhances their supervisory performance
- Give effective feedback
- Motivation basics

**Contact us today to see how we can
customize this session for you!**

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