

EXCELLING AS A MANAGER OR SUPERVISOR

Everything you need to know to manage people, resolve conflicts, and keep your team functioning smoothly.

COURSE CONTENT

Just because you can do your job extremely well doesn't mean that you automatically have what it takes to ensure that others do their jobs well.

The good news is that you do have the ability—you just need to learn proven management skills and techniques. And in this program, Benson & Company will teach you everything you need to know to succeed as you manage your team. No more “learning as you go.” No more stressful situations where you aren't sure how to proceed. In this training course we provide you with the information, tools, and time-tested techniques you need to excel in your role as a manager or supervisor.

Just Some of the Key Elements:

- **How to take immediate action to establish authority and earn the respect of your team.** One of the most difficult tasks that you must perform is earning the respect of your employees. If they don't respect you, you can't possibly be an effective leader. We'll teach you proven techniques to win your team over and command respect starting on day one.
- **How to “draw the line” in regards to social relationships with employees and staff.** For a new manager or supervisor, one of the most challenging issues can be drawing the appropriate line between friendship and your professional relationship. Failure to identify and respect this line is a recipe for disaster. We'll teach you how to find the line, communicate it, and enforce it so that you can maintain friendly yet professional relationships with your team.
- **To avoid classic “turn offs” that many managers and supervisors commit.** As a leader, you can't afford to alienate your team members. We'll reveal the most common mistakes that bosses—particularly new bosses-- make, and we'll show you how to avoid them.
- **What it takes to inspire commitment and dedication.** The most important role that a leader has is that of inspiring his or her team. A team of individuals that are truly committed to their task can change the course of history—let alone improve the performance of your department or your business. But inspiring commitment is not an easy thing to do. We'll teach you how top leaders around the world have done it—and how you can do it too.
- **Why you need to be visible to your employees.** It's not enough to merely issue instructions and feedback from your cubicle or your office. To be an effective leader, you must be visible and accessible to your employees. We'll show you what this means, and how you can accomplish it.
- **To identify the passions and the skills of each team member.** Each person on your team is different. They all have unique skills, abilities, and passions. The key to achieving maximum productivity and individual fulfillment is to tap in to these passions and skills on a person-by-person basis. We'll teach you how to accomplish this task successfully.
- **How to manage conflict among group members.** Unfortunately, any time you are managing a group of people, conflict is inevitable. As a manager, it is your job to respond to these disputes decisively, effectively, and professionally. We will teach you the proven skills and techniques that allow you to resolve conflict amongst team members quickly and effectively.
- **To identify and walk the line between effective oversight and micro-management.** As a manager, it is essential that you are overseeing the activity of your team members. It's your job to keep them on track and productive. On the other hand, becoming overly controlling and “micro-managing” your team will stifle their motivation and their creativity. We will show

You're motivated and highly skilled—if you weren't, you wouldn't have earned a position as a manager or supervisor to begin with. But as you will soon learn (or maybe you have already learned), the skills and abilities that allowed you to earn your managerial job are different from the skills and abilities it takes to be a great supervisor or manager. Why is this? Because managing people is completely different than managing yourself.



‘Increasing productivity through principle based employee management skills’

THE BEST PRINCIPLES OF Employee Management in Action

CONTENT CONTINUED...

you how to walk the line and ensure that you are managing effectively—without over-managing.

- **The secrets of effective delegation.** As a manager, it is important that you are spending your own time effectively. You can't afford to spend all of your time doing "busywork" when you should be overseeing your team. You'll learn how to delegate effectively and ensure that you spend your time as efficiently as possible.
- **Little-known keys of effective communication.** Good communication is the key to leading your team successfully. Poor communication, on the other hand, ensures that you will never reach your full potential. We'll identify common communication mistakes that managers and supervisors make, and we'll teach you secrets of strong communication that you won't learn about in school.
- **How to confront under-performing employees and turn their productivity around.** One of the most challenging jobs of a supervisor or a manager is that of turning around a poor performer. There are a variety of reasons that employees fail to do their job properly, and we'll teach you how to identify the most likely cause of each problem. Then you'll learn how to communicate with the employee in order to get them back on track.
- **And Much, Much More...**

Managing people is difficult – there is no getting around it. And it is even harder if you're a "first time" manager or supervisor. But if you're feeling overwhelmed, you don't have to be. You do have the ability to be an effective manager—you just need to be armed with time-proven techniques of employee management. Let Benson & Company show you what it takes to be effective as a supervisor or as a manager!

"I would have listened even longer...I will take a lot of ideas away with me" **Whitby**

"The best thing about the course was the group discussion as a means of shaping ideas...There was an informal environment ...An energetic pace of delivery and [the trainer] met the group's needs." **ASDA**

"Enjoyed and benefitted from the whole day. The trainer made the sessions informative and interesting and I gained lot from the short group discussions." **Accord Housing**

Our consultants and trainers are extremely experienced and talented professionals. We can create a program covering other topic areas that you may want to explore. Please contact us at info@bensonandcompany.net for more information about any of these or the following:

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| <input type="checkbox"/> Time Management | <input type="checkbox"/> Project Management | <input type="checkbox"/> Communication Skills |
| <input type="checkbox"/> Dealing with Difficult People | <input type="checkbox"/> Stress Management | <input type="checkbox"/> Presentation Skills |
| <input type="checkbox"/> Leadership Skills | <input type="checkbox"/> Supervisory Skills | <input type="checkbox"/> Personal Assertiveness |
| <input type="checkbox"/> Team Building | <input type="checkbox"/> Customer Service | |

If you would like additional information on Benson & Company Key-note and Business Speaking services, call or email us at the address below.



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