

Supervising a Top Performing Team Through Motivation, Accountability and Communication

Learning Objectives:

Participants will:

- Assess current daily supervisory and performance management techniques and brainstorm new ways to motivate and recognize staff to achieve personal and department goals
- Identify skills, knowledge and ability strengths and weaknesses in team members in order to maintain great work or work toward improvement and accountability
- Examine common situations or problems that are not effectively being addressed and create a plan to “deal with them”
- Assess individual communication styles and hone professional and clear communication behaviors so that giving feedback is on target and effective
- Prepare for a feedback situation through following the steps of giving and receiving feedback in a professional way
- Examine common situations, rule, regulations and human resource problems by asking the panel of experts
- Review professional email and computer etiquette behaviors and expectations

Outcomes:

Skills learned include: implementing daily performance management and creative motivational strategies, maintaining a confidential workplace and professional etiquette, improving accountability for workplace behavior, and following HR rules and regulations.

Teaching mechanism:

Through personal assessment and analysis, lecture, practice, and discussion, participants will improve their supervisory skills by learning how to maintain a positive work environment based on trust and accountability.