

## **WORKSHOP SERIES DESCRIPTION:**

Select any number of workshops to meet the needs of your staff. Our professional trainers will coordinate with you to deliver an interactive seminar that is just right for your company.

### **WORKSHOP #1: The New Supervisor – Transitioning from Staff Member**

This seminar begins with what it means to be a supervisor. Discussion will center around roles, challenges, and expectations. Presentation will be on the top three factors to being a successful supervisor – integrity, industriousness, being able to get along with others.



### **WORKSHOP #2: Effective Communication Skills**

80% of what people take in from any conversation is nonverbal. This seminar provides an opportunity for participants to do a series of self-assessments to determine the qualities they have that may make them a good supervisor, and qualities they may need to improve. Discussion will include the difference between active listening vs. passive listening, key techniques to becoming a more active listener, and the 4 key steps to building relationships.



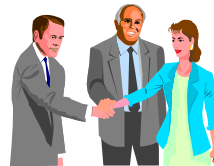
### **WORKSHOP #3: Supervisor as Coach: Coaching for Outstanding Job Performance**

This coaching seminar is the supervisor's guide to human behavior – what makes people tick. Discussion will be on assessments that you can use to determine how to motivate staff members. Performance Management is an ongoing, continuous process between employee and supervisor to establish clear expectations about work results and behavior. The SMART model for performance appraisals will be presented.



### **WORKSHOP #4: Conflict Resolution in the Workplace**

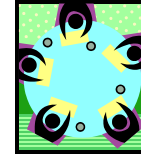
Strategies, techniques and insights needed to gain control of tough situations will be discussed in this seminar. Supervisors will learn how to spot potential interpersonal conflicts and defuse them before they get out of control. Five conflict resolution strategies will be discussed and when to use them: avoiding, accommodating, compromising, forcing and collaborating.



### **WORKSHOP #5: Creating Effective Teams that Get the Job Done**

This seminar focuses on the life and phases of a team. Assessments you can use to determine what personality types will be presented. Supervisors will

learn how to define key responsibilities for each team member and team leader.



### **WORKSHOP #6: Time Management – Managing Yours and Others**

Working smarter, not harder is something we hear a lot about. This seminar will help supervisors set priorities, distinguish short-term from long-term goals, schedule activities and analyze time, streamline paperwork, minimize interruptions, manage travel time, and conquer procrastination.



### **WORKSHOP #7: Stress Management**

Additional responsibilities bring additional stress. Learn some quick techniques supervisors can use right away to help manage stress better. This seminar explores long-term strategies to ensure that stress management skills become a part of your daily/weekly work routine.



## Supervisory Survival Skills: Training Effective Managers

Supervisors achieve their positions because they are very good in a certain area— finance, manufacturing, research, etc. However, a supervisory position is quite different from a staff position and requires specific skills in communication, leadership, team building, conflict resolution and more.

The **Supervisory Survival Skills Training** is a series of workshops offered by the professional staff of the **Employee Assistance Program of Mount Auburn Hospital**.

### **Why provide these seminars?**

- Your supervisors are your greatest asset. Properly prepared, they can help your organization work at its optimal level.
- The actions of your supervisors are a reflection of your organization. **Supervisory Survival Skills** is an easy, fun, and efficient way for you to provide focused training for your management team.
- For as little as \$22/person\*, you can't afford **NOT** to train your supervisors.

### **Cost**

The fee for workshops is \$275/hour. Workshops are 2 hours in length.

Presentations are held on-site at your organization by the Mount Auburn Hospital EAP professional staff. All materials will be provided.

This program is designed as a series of workshops, with each session building on skills learned in the previous seminars, however, any number of sessions may be selected. Due to the interactive nature of the workshops, recommended attendance is up to 25 participants.

For more information or to book a series for your organization, please call the EAP at 617-868-4489 or 800-888-5105.

*\* Based on 25 participants in a 2-hour workshop.*

## Do your supervisors know what to do when:

- An employee becomes verbally abusive to a co-worker;
- The work group is restructured and two new members join;
- Deadlines are not met and the work must be reorganized;
- Employee motivation sags;
- Work-related stress threatens getting the job done;
- Staff meetings are unproductive.

**Let the Employee Assistance Program help your supervisors gain the skills to be more confident and effective leaders.**

The EAP will work with you to create the workshop series that is right for your company, right now.

For more information, or to plan your workshops, call the EAP at 617-868-4489.

## Supervisor Survival Skills: Training Effective Managers



***A series of workshops to increase the effectiveness of your managers and supervisors.***

Presented by the

## Employee Assistance Program of Mount Auburn Hospital



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