



Supervisory Training

ERCtraining

What's included in Supervisory Training?

ERC's Supervisory Training increases an individual's capacity to effectively manage others, time, equipment, and materials. Supervisor training is critical not only for a department and employees within, but also for an organization's profitability and success. This training is geared for supervisors, managers, and leaders in all industries who are either new to the position or have received limited or no formal training.

ERC offers a full curriculum based on current challenges affecting supervisors and managers, and organizations have the ability to choose the courses that are most relevant to their business.



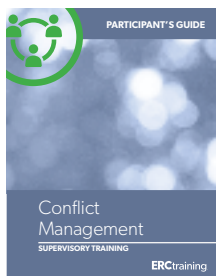
ROLE OF THE SUPERVISOR

- Attributes of successful supervisors
- Relationship between successful supervision and trust
- Roles and responsibilities of a supervisor as a leader
- Transition from contributor to supervisor
- Challenges faced by supervisors
- Positive impacts of supervision



COMMUNICATION

- Communication as a supervisor
- Importance of building relationships with others
- Influences of body language and tone on communication
- Active listening skills
- Social style awareness and adapting to others for effective communication



CONFLICT MANAGEMENT

- Benefits and consequences of conflict
- Costs and causes of conflict
- Conflict management styles
- Strategies to manage and more positively resolve conflict
- Practical tools for dealing with challenging people, challenging situations, and dysfunctional conflict



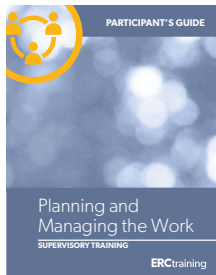
MANAGING EMPLOYEE PERFORMANCE

- The Performance Management Cycle
- Critical stakeholders in the Performance Management Partnership
- SMART goals for performance evaluation
- Effective feedback practices
- SIMPLE system for documenting and tracking performance
- Strategies for delivering an evaluation



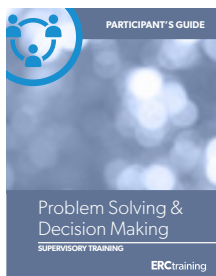
LEADING AND MANAGING CHANGE

- Change management as a process
- Perceptions of change and their influence on success
- Pathways to change and influence
- Change management and responsibilities
- Five building blocks of successful change



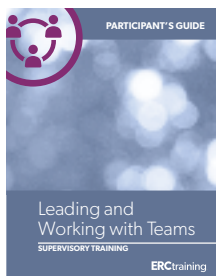
PLANNING AND MANAGING THE WORK

- Obstacles to effective time management
- Task and responsibility inventories
- Setting priorities
- Successful time management strategies
- Delegating tasks and responsibilities
- Effective meeting management



PROBLEM SOLVING AND DECISION MAKING

- Identify, define, and analyze problems
- Problem solving tools and implementation techniques
- Decision making strategies
- Judging alternatives and choosing options



LEADING AND WORKING WITH TEAMS

- Importance and power of teams
- Characteristics of effective teams
- Stages of team development
- Behaviors of an effective team leader
- Consensus in team decision-making



Choose a training delivery method.

ERC’s Supervisory Training has helped thousands of supervisors across the country be more successful in their roles. Supervisors, managers, and leaders of all levels of experience and in all industries have learned how to build more engaged and productive teams as a result of ERC training.

Choose a delivery method that best fits your organization’s training needs.



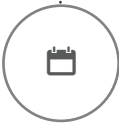
AT YOUR ORGANIZATION

Training can be customized for your organization and brought to a location of your choice.



TRAIN-THE-TRAINER

If you have experienced trainers on staff, we developed a complete “Train the Trainer” curriculum including trainer materials, instruction, and guidance from ERC.



AT ERC’S TRAINING CENTER

ERC Training offers a five-part Supervisory Certificate Series throughout the year at our training center in Cleveland.

How will your employees benefit from ERC’s Supervisory Training?

Hear what people who have participated in ERC’s Supervisory Training have to say:



“

I appreciate [ERC’s] time and dedication to making our employees more informed and more comfortable in knowing what’s expected of them regarding proper behavior, etiquette, and respect in the workplace [through Supervisory Training].

—Tiffany LaSavage, PHR | Equity Trust | Westlake, Ohio

I enjoyed [Supervisory Training]. It was interactive and a good learning environment. It was great working with other supervisors going through similar situations.

—Katie Hicks | Cleveland, Ohio

”

“

Working with ERC was like working with a trusted member of my design team. When I approached them to help design a new training solution, the ERC team was incredibly responsive to our requests, sensitive to our company culture, and open to the back and forth dialogue required to make our training solution the best possible experience for our employees.

The materials they produced were engaging, creative, and easy to implement and sustain. Best of all,...the [ERC] support team were with us through every step of the way with clear, friendly and open communication!

—Jim Farmer, Manager, Organizational Development | Silverado Care | Irvine, California

”



ERCtraining

READY TO GET STARTED? CONTACT US FOR MORE INFORMATION:

Chris Kutsko, Director of Learning & Development | 440-684-1286 | ckutsko@yourERC.com | ERCtraining.com