

Sharpening Supervisory Skills

Fall 2006 Dates

Anchorage Office Dates: **Location: 4300 B Street, Suite 202**

Module 1 –September 13 & 14	9 a.m.-4 p.m.
Module 2 –October 11 & 12	9 a.m.-4 p.m.
Module 3 –November 8 & 9	9 a.m.-4 p.m.
Module 4 –December 7 & 8	9 a.m.-4 p.m.
Module 5 –January 17 & 18	9 a.m.-4 p.m.

Wasilla/Palmer Training Date: **Location: TBD**

Module 4 –November 15 & 16	9 a.m.-4 p.m.
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Kenai/Soldotna Training Date: **Location:TBD**

Module 4 –November 1 & 2	9 a.m.-4 p.m.
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Juneau Training Date: **Location: TBD**

Module 3 –October 25 & 26	9 a.m.-4 p.m.
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Fairbanks Training Dates: **Location:TBD**

Module 3 –September 20 & 21	9 a.m.-4 p.m.
Module 4 –October 18 & 19	9 a.m.-4 p.m.

Valdez Training Date: **Location: TBD**

Module 2 –September 27 & 28	9 a.m.-4 p.m.
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Kotzebue Training Date: **Location: TBD**

Module 2 –October 4 & 5	9 a.m.-4 p.m.
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Module 1 – Building Basic Skills

Part 1 - Principles and Styles of Leadership

- ~Learn how most supervisors are selected
- ~Examine how job expectations are different from reality
- ~Distinguish supervisor vs. technician job tasks
- ~Identify characteristics of effective & motivating managers
- ~Learn from an unorganized manager - Video Tape
- ~Examine three major styles of leadership

Part 2 - Developing Basic Supervisory Skills

- ~Assess your leadership skills
- ~Video: Unorganized manager learns skills
- ~Learn effective time management skills
- ~Identify delegation skills
- ~Coach “above the line” for accountability
- ~Learn nine keys to better results

Part 3 – Emotional Intelligence

- ~The value of emotional intelligence in leadership and organizations
- ~Become stronger through growing your EI
- ~Identify the four cornerstones of EI
- ~Gain authentic presence in relationship
- ~Take an organizational trust survey
- ~Creating the future

Module 2 – Communicating with Confidence

Part 1 - Communicating Effectively

- ~Examine the characteristics of a good communicator
- ~Identify fundamentals of effective communication
- ~Establish a track record for truth
- ~Find commonalities
- ~Video tape: “Please Understand Me” by David Keirse
- ~Video tape: “The power of words”

Part 2 - Communications:

Listening Until You Really Hear

- ~Listening until you really hear
- ~Attend with your entire body
- ~Learn how personality styles affect communication
- ~Identify barriers to communication
- ~Putting your best body forward
- ~Video tape: “Dealing with Difficult People”

Part 3 - Communications in Challenging Situations

- ~Review strategies for communicating with difficult people
- ~Examining a model for developing “calm energy” in communications
- ~Saying “No” effectively when necessary
- ~Resolving your conflicts in ways that build relationships
- ~Learn how to diffuse anger in the workplace
- ~Learn how to help coworkers resolve conflicts
- ~Video tape: “Conflict Communication Skills”

Module 3 – Monitoring & Improving Performance

Part 1 - Fostering a Disciplined Work Environment

- ~Examine the purpose of discipline in an organization
- ~Differentiate between discipline & disciplinary action
- ~Differentiate between performance & conduct issues
- ~Understand the process for progressive discipline
- ~Learn the process for referring an employee to your EAP
- ~Video tape: “The Dryden File”

Part 2 - Motivating Employees

- ~Understand what motivating is and is not
- ~Video: Continuous Motivation
- ~Compare & contrast three motivation theories
- ~Apply motivation theories to the job
- ~Video: “FISH!” showing a motivated workplace
- ~Develop an action plan for motivating employees with performance/conduct problems

Part 3 - Conducting Employee Performance Appraisals

- ~Review different methods of performance appraisals
- ~Video: manager who can “organize self, but not others”
- ~Conduct a goal-oriented performance appraisal
- ~Examine trust & confidence-enhancing performance reviews
- ~Learn how to obtain agreement on targeted future employee performance

Module 4 – Examining Your Personality and Management Style

Part 1 - Capitalizing on Differing Personality Types

- ~ Examine your personality style and learn to appreciate how we differ and are similar
- ~ Learn to capitalize on personal strengths and motivations
- ~ Apply knowledge about personality type to management practices
- ~ Video: *"Exploring Type with the Myers-Briggs Type Indicator"*

Part 2 - Understanding and Influencing Organizational Culture

- ~ Learn how organizational culture influences behavior and communication
- ~ Assess the values and attitudes of your organization
- ~ Understand the implications of differing personality types on organizational culture
- ~ Develop strategies for promoting trust within the organization
- ~ Create a vision of your ideal organization

Part 3 - Enhancing Decision-making Skills

- ~ Identify habits that hinder critical thinking
- ~ Develop critical-thinking skills in the workplace
- ~ Review differences in individual & group decision-making
- ~ Relate personality types to decision-making styles

Module 5 – Meeting Management Challenges

Part 1 - Fostering Effective Work Groups

- ~ Examine advantages of teamwork in task accomplishment
- ~ Identify & understand the different team types
- ~ Identify the life cycles of teams
- ~ Relate personality type to team patterns & behaviors
- ~ Develop group problem-solving skills
- ~ Video: *"Team Creativity"*

Part 2 – Joel BARKER'S_ The New Business of Paradigms

- ~ Defining change paradigms
- ~ Examining the positive side of paradigms
- ~ Discriminating when paradigms can be harmful
- ~ Identifying role as catalysts for change
- ~ Helping people deal with change
- ~ Video: *Joel Barker's "The New Business"*

Part 3 - Managing People Through Change

- ~ Learn how different people respond & contribute to change
- ~ Examine emotional responses to change
- ~ Identify reasons people resist change
- ~ Learn effective way to communicate changes
- ~ Create a culture that accepts and nurtures change
- ~ Examine how to help people adapt to a new organization
- ~ Video: *"Who Moved My Cheese?"*

To Register For Classes:

Call: (907) 273-9226 or 800-478-2812

Fax: (907) 563-6340

E-mail: mmprouty@magellanhealth.com

IMPORTANT GUIDELINES TO KNOW...

Each module is two (2) days, 6 hours each day 9:00 AM- 4:00 PM total of twelve (12) hours. Each Module consists of three parts. Modules may be taken in any order. It is important to attend each day in order to fully comprehend and utilize presented topics.

Unless otherwise stated by your contract, each company is allotted five (5) free modules per calendar year. One person is equal to one module (1 person = 1 module). Additional enrollees will be charged a fee. Please contact your company HR/Benefits liaison or your Magellan Account Executive for the number of attendees allowed.