

# 2021 SUPERVISORY SKILLS PROGRAM



**JUNE 16 - 17; JUNE 23 - 24**  
**8:00 AM - 12:00 PM**  
**VIRTUAL**



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Association*

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NEPPA has partnered with Dale Carnegie Training to bring their high caliber supervisory and leadership training in-house for the Supervisory Skills Program.

Dale Carnegie trainers take participants through the Cycle of Performance Change process to create an environment that allows transformation to happen.

In every Dale Carnegie program, participants are constantly reflecting on how utilizing the skill or tool would positively impact themselves and their organization. From the very beginning, participants are encouraged to identify the changes they desire and, more specifically, the behaviors they are seeking to change or improve. They are then asked to imagine the specific results they will achieve because of these new behaviors.

## **WHO SHOULD ATTEND**

This course is designed for:

- General Managers
- Directors
- Supervisors
- Team Leads
- Emerging Leaders
- Project Managers

## **COURSE OVERVIEW**

The Supervisory Skills Program is designed to equip existing and emerging leaders with the tangible skills to better manage themselves, their teams, and their organization.

This live, instructor-led, virtual program will be presented in four half-day sessions being held June 16 - 17 and June 23 - 24 from 8:00 am - 12:00 pm each day. Participants begin the Program gaining a deeper understanding of themselves and how to communicate and lead throughout an organization. The second week of the Program is dedicated to developing actionable skills to better perform and use their skills for better decision-making and improved performance.

Topics include:

1. Self-Awareness
2. Communicating with Different Personalities
3. Leading Across Generations
4. Building Trust, Credibility & Respect
5. Time Management
6. Delegation
7. Analyzing Problems & Making Decisions
8. Coaching for Improved Performance



# AGENDA

*Agenda details are subject to change.*

## Session I: Wednesday, June 16, 2021

8:00 am Welcome & Introductions

### 8:30 am **Self-Awareness: Leading with Emotional Intelligence**

Learn tools and techniques to better understand and gain deeper insights into your own strengths and weaknesses as a leader.

Completion of this module empowers participants to:

- Recognize the relationship between perspective and self-awareness
- Identify the positive impact of self-awareness on your ability to effectively lead
- Understand your personal leadership qualities

10:30 am Break

### 11:00 am **Communicate with Different Personality Styles**

Knowing your personality style is an important element to help reach across barriers and connect with others that in turn, helps to implement effective approaches and collaborate.

Completion of this module will empower participants to:

- Identify your own personality style and how you react under pressure
- Modify your behaviors to be able to connect with people of different styles
- Influence attitudes and behaviors of others

12:00 pm Adjourn

## Session II: Thursday, June 17, 2021

### 8:00 am **Leading Across Generations**

Leading and managing multigenerational teams has become essential to building a successful team. As you learn to communicate effectively and connect with others, differences can be viewed as healthy, exciting opportunities to collaborate.

Completion of this module empowers participants to:

- Identify the values, expectations, and issues that shape the multigenerational work environment
- Follow the eight guidelines for fostering cross-generational relationships
- Leverage the many communication tips specific to each generation
- Use the tools provided to coach and provide feedback to typical members of each generation
- Commit to motivating and inspiring individuals from all generations

10:00 am Break

### 10:15 am **Building Trust, Credibility & Respect**

Some statistics say that a staggering 40% of employees don't trust management. Relationships grounded in trust generates credibility and respect, which in turn promotes a culture that works harder together.

Completion of this module will empower participants to:

- Discern the differences between trust, credibility and respect and how they interconnect.
- Cultivate a trust-based work environment using proven principles.
- Minimize trustbusters and restore broken trust.
- Appreciate how trust is cornerstone to employee engagement and retention

12:00 pm Adjourn



# AGENDA

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## Session III: Wednesday, June 23, 2021

### 8:00 am **Time Management: Organize & Prioritize**

Smooth the transition from individual contributor to supervisor to leader with insights into the more advanced aspects of leadership to inspire and motivate teams.

Completion of this module empowers participants to:

- Leverage best practices for organizing your work, your schedule, and your life.
- Follow an eight-step process to improve prioritizing your projects and tasks.
- Use additional tips and digital tools that can help you achieve and sustain your time management goals.

9:00 am Break

### 9:15 am **Delegation**

In today's business world, managers are expected to do more with less and it's more important than ever to effectively delegate projects and tasks. Learn how to develop valuable team members by building productivity and engagement while maintaining accountability and control.

Completion of this module will empower participants to:

- Demonstrate steps of the delegation process
- Delegate tasks and responsibilities to develop and train others
- Plan and prepare for a delegation meeting
- Communicate clear performance standards for follow-up and accountability
- Understand the empowerment cycle

12:00 pm Adjourn

## Session IV: Thursday, June 24, 2021

### 8:00 am **Analyzing Problems & Making Decisions**

Decisions often need to be made quickly or under pressure. Learn to apply practical principles to gather and analyze data for sound decision-making.

Completion of this module empowers participants to:

- Use six proven tools and methods to solve challenging problems
- Apply decision-making techniques to reach more sound decisions
- Apply principles for controlling stress and worry that can get in the way of making good decisions and problem solving

10:00 am Break

### 11:00 am **Coaching for Improved Performance**

Good leaders measure individual and group contributions against accountability for clearly defined performance objectives and work to close the gaps through future training and growth.

Completion of this module will empower participants to:

- Define coaching and identify traits and behaviors of an effective coach
- Apply the 7 coaching process steps to improve the performance of others
- Use the 9 coaching principles to get better results
- Create guidelines for measuring performance
- Prepare and deliver contrastive feedback to avoid common feedback barriers
- Identify ways to celebrate success

12:00 pm Adjourn



## ABOUT DALE CARNEGIE

### Why Choose Dale Carnegie?

For more than 100 years, Dale Carnegie has helped companies of all sizes generate revenue, increase productivity, and reduce costs by revealing their bright and resourceful workforce.



By partnering with Dale Carnegie, your dedicated managers will learn proven methods for developing engaged, high-performing teams. They will learn to build a culture where team members are confident in their abilities, empowered to take action, enthusiastic to deliver results and inspired to make a difference.

To capture the kind of lasting, profitable results that will drive long-term growth for your company, you've got to make sure everyone on your team is competent, passionate, and committed.

Dale Carnegie, invigorates participants by drawing out their natural strengths, building the courage and confidence they need to take command of their service role and exceed customer expectations. Because the only sustainable competitive advantage of any corporation is the innovation and creativity of their people, Dale Carnegie unleashes their unique talents to maximize their ingenuity.

### Live Online Training

Dale Carnegie's Live Online Training breaks the mold of lecture-based webinars. Every participant actively contributes to the session: speaking to the instructor, chatting with participants, completing activities and more!

- All courses are delivered by Dale Carnegie Certified Live Online Trainers and Producers
- Use a robust set of platform features to ensure learners stay engaged, including breakout rooms and interactive whiteboards
- Technical and customer support available during the virtual program
- Online learning portal provides participant manuals and course completion certificates

## REGISTRATION

To register, please visit the Program's page at [neppa.org](http://neppa.org). Upon completion of the Program, participants will receive a Certificate of Completion from Dale Carnegie as well as from NEPPA.

Registration fees are as follows:

NEPPA Members	\$965
Non-Members	\$1,650

### Questions?

Please contact [training@neppa.org](mailto:training@neppa.org) or call (978) 540-2200.





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