

# The Supervisor's Toolbox™

Leadership Skills  
Development From



The Supervisor's Toolbox™ leadership development program gives supervisors and managers the skills they need to get the most out of today's workforce.

## When considering leadership training, ask yourself the following questions:

- Is your leadership team really as effective as it could be?
- Are you losing good employees and retaining the wrong ones too long?
- Are you having trouble attracting and selecting top performing employees?
- Do your employees fully understand their job roles and responsibilities?
- Are employees resisting new programs & changes?
- Are your employees ready to take on new responsibilities when you need them to be?
- Do your leaders have the people skills they need to get the most from your employees?
- Have you trained your supervisor's in how to effectively manage and motivate employees?

## Supervision - It's The Number One 'People' Issue Today!

Studies have repeatedly shown that a leading cause of employee unrest and dissatisfaction is not due to poor compensation or lack of challenging work, but poor management practices by the people who lead them.

### Consider these facts ...

- At least 50% of employee job satisfaction is determined by the relationship a worker has with his/her boss.
- A long term study over 20 years and 60,000 exit interviews, found that 80% of all employee turnover can be related to unsatisfactory relationships with the boss.
- Clearly people don't quit their company as much as they quit their boss!

*"The Supervisor's Toolbox is an essential step in the career path for new and emerging members of management and an excellent refresher for existing managers and supervisors."*

*VP of Operations And Toolbox Graduate*

## Benefits of Leadership Training

It is risky and expensive to place untrained and unskilled supervisors and managers into positions of responsibility over employees. Poor motivation, morale, low productivity and excessive turnover are just a few of the direct costs

Your OD Works leadership development program offers several key advantages over other alternatives:



## Top 10 Advantages

- Skills training is highly concentrated on your real time business problems, not just on generic materials
- Provides your leaders with a complete employee performance management system
- Incorporates your company policies, procedures and unique workplace environment
- Real employee problems are resolved during and after the program
- Leadership skills are rigorously practiced and rehearsed
- Includes continuous on-the-job skill application and follow through with employees
- Accurate feedback enhances cross-departmental teamwork / communication
- Participant's are individually observed / coached by their Learning Coach
- Participants leadership skills are demonstrated & progress is documented

(Continued on Reverse)

# The Supervisor's Toolbox™

## 10 Skill Building Modules

### The Primary Leadership Skills

Supervisors and managers first learn how to take positive and constructive action with employees. They do this through professional preparation, fact based discussions, focusing on specific issues, situations & improvement, and by modeling desired behaviors and reinforcing positive efforts.

### Selecting Employees

Master how to prepare for and conduct effective selection interviews and identify people that are the best fit for your organization.

### Establishing Expectations

Master how to create and communicate job standards that are clearly linked to organization goals.

### Teaching Job Skills

Master how to analyze skill gaps and then prepare and deliver skills training that produces essential results.

### Conducting Reviews

Master how to plan and conduct progress reviews that shape and polish employee job performance and job behaviors.

### Providing Recognition

Master how to identify critical job behaviors to reinforce and then provide effective recognition that motivates.

### Performance Coaching

Master how to attack and successfully eliminate the causes of a performance deficit.

### Behavioral Coaching

Master how to address counter productive employee job behavior and shape new behaviors that achieve desired business results.



### Corrective Guidance

Master how to correct severe performance or behavior problems and help employees regain positive control over their results.

### Employee Separation

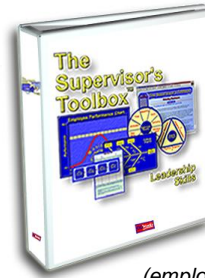
Master how to end an unproductive employment relationship in a humane and legally responsible manner.

## What Graduates Are Saying ...

**Production Supervisor** "I feel I have learned more through this program that is immediately applicable than any other training I have ever been through."

**Technical Supervisor** "The most beneficial thing I took from this program was that it makes me think before I do now. Everything you do has a consequence, and these tools point them out."

**Senior Client Consultant** "I really don't know how any business can function without this training. It was a major error on my part to think of management as just a "common sense" issue. I'm glad now that I've got a comprehensive approach" I've got a long way to go, but you gave me a great start!"



**Production Manager** "I think one of the best things I got from the program was an awareness of different ways to approach the life cycle of an employee. The bell curve

(employee performance chart) concept helps me track the progress of new employees and helps me when coaching the existing ones."

**Vice President of Operations** "The greatest benefit to the Company is the relationships built during the "trio" interactions of the supervisors. They have developed a kind of support structure between themselves. Practicing the skills together is the only way to really implement them in the workplace."

**Quality Control Supervisor** "My number one take away from this whole program is to be more 'specific' in everything that I try to accomplish with employees and bosses. The importance of organization is the key to any (leadership) process."

**Production Supervisor** "I was worried about having the "Big Wheels" in this training, as it turns out it was one of the best things that could have happened to allow this to be applied with (their) support."

## The Bottom Line Financial Impact!

The financial impact from leadership development is clear-cut! In order to create and sustain the highest levels of employee and customer involvement, to increase the retention of your best employees, to improve profitability, and to reduce costs --- the single best human capital improvement strategy is to *Build Better Leaders* through effective Supervisory Training and Development.

## Program Delivery Options

- Classroom Delivery\*
- Web-Based Delivery
- Classroom + Web Delivery
- In-House Trainer Training

