



# The Supervisor's Toolbox™

## e-Learning Approach

**"Mastering interpersonal skills requires a lot more than a computer simulation ... you need real contact with real people!"**

Effective supervisory communication always involves people talking with people. In fact, research has shown that the actual words exchanged in a typical 2-way conversation contain only about 7% of the total message content while 38% of the message is communicated through the vocal component (volume, pitch, rhythm, etc.) and another 55% is communicated through body movements (both facial and spatial). So in order to learn effective interpersonal communication skills, the supervisor must not only practice presenting ideas clearly but must also master the skills of observing, listening, questioning and interpreting employee reactions.

### Our Blended Learning Approach

Today's computer simulation technology can only faithfully reproduce a tiny fraction of this information. That's why our e-Learning approach was designed to include a variety of on-the-job Practice Tools and Skill Exercises. These components of *The Supervisor's Toolbox* create a complete *skill application system* to help you learn how to use your supervisory skills successfully with real people, in real-world job settings.



**Practice Tools** - Knowing a lot about a SkillTopic doesn't necessarily mean you can *perform* that skill effectively. And no one can be expected to master a complex skill like interviewing, conducting performance reviews, or providing effective recognition the first time they try. The most crucial step in learning a supervisory skill is when you actually use the skill successfully with another person in realistic and real-life situations. Using the Toolbox you'll transition from someone who *understands* a skill to someone who can *perform* the skill proficiently.

- Basic Skill Exercises
- Intermediate Exercises
- Advanced Exercises
- Stretch Assignments
- Coaching Guides
- Supervisor's Journal
- Observation Forms
- Timed Final Exams

As your skills progress so will the complexity of your exercises until you can use the skill techniques successfully in a variety of situations with a variety of different employee personalities.

**Your Learning Coach** - The most effective and proven way to practice your new supervisory skills is with the support of a helpful mentor called a *Learning Coach*. Your coach will not only observe you applying your new skills,



but will also provide you with specific and helpful feedback and support as you continue to mature in the use of your new skills. Your coach may also serve as your learning scorekeeper to whom you can report your quiz and exam scores and the results of the supervisory meetings and conversations you have initiated.

**The Coaching Guide** - All of the tools necessary to select and brief your Learning Coach(s) are included in the e-Learning Strategies section of your User's Guide. You'll find that your Learning Coach will soon become



one of your closest career allies who will genuinely enjoy and appreciate the chance to help you learn. Not only will they be helping you develop but they will also refresh and refine their own interpersonal skills through the process of working with you. Among the many benefits of coaching are helping to seed your organization with talented and capable managers, plus the personal satisfaction that comes from watching you become an increasingly successful business leader.



**Feedback Tools** - As you practice using your supervisory skills your Learning Coach will be recording their observations for your mutual review and discussion. You'll

receive specific information about which skill steps you performed successfully and helpful suggestions on what you could work on to continue to increase your effectiveness.

**Supervisor's Action Journal** - *The Supervisor's Toolbox*

provides you and your organization with an effective system to track your individual progress called the *Supervisor's Action Journal*. Your journal will include a record of your own strengths and development goals, your online test results, and the results you've achieved each time you use a target skill. Your personalized journal will serve as a complete history of your skill growth and a tangible record of your important learning accomplishments!

