

# REGISTRATION

To register, complete the enrollment form and mail it with your payment of \$200 to the address below.

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Registration fee: \$ \_\_\_\_\_

Check enclosed  Please invoice

Please charge on credit card

Payment Amount: \$ \_\_\_\_\_

Purchase Order # to be invoiced: \_\_\_\_\_

MasterCard/VISA/Discover #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Card Holder Signature: \_\_\_\_\_

Mail to: MO SBTDC  
W1026 Lafferre Hall  
University of Missouri  
Columbia, MO 65211

Missouri Small Business & Technology Development Center  
W1026 Lafferre Hall  
University of Missouri  
Columbia, MO 65211

# Supervisory 101



*A training program designed to give new supervisors the skills they need to prepare for and be successful with employee supervision.*



## Supervisory 101

It makes sense to hire front-line staff into supervisory positions; they have the technical skills you are looking for, it's motivational to all employees and reduces the costs associated from hiring outside. However, frequently these employees lack the supervisory, management and leadership skills necessary to thrive in their new roles.

### The Course Outline

#### Module 1: Defining Your Supervisory Role

- \* Discuss the difficulties of transitioning from individual contributor to supervisor.
- \* Identify the differences between management and leadership.
- \* Identify your supervisory role.
- \* Develop a draft of your supervisory vision.



#### Module 2: Planning Work

- \* Discuss the differences between desired production and production capacity.
- \* Explore 4 stages of a work planning model.
- \* Develop an action plan for one work-related team goal.

#### Module 3: Delegation

- \* Examine an empowering model of delegation.
- \* Practice using the delegation model to increase your effectiveness.

#### Module 4: Motivating Employees

- \* Identify overall coaching and motivation strategies using the Can Do/Will Do grid.
- \* Explore how motivation impacts employee performance.
- \* Examine intrinsic rewards.

#### Module 5: Evaluation and Follow-Up

- \* Explore the performance pyramid as a model to help you evaluate employee performance.
- \* Identify how to give positive reinforcement and feedback for improvement effectively when coaching employees.

### Dates, Times and Locations

Tuesday, June 9 and  
Wednesday, June 10  
9 a.m. to 12 p.m. each day  
Boone County National Bank  
Training Center  
720 E. Broadway  
Columbia, MO



#### Module 6: Creating Customer Loyalty

- \* Explore the relationship between customer service, customer satisfaction, and customer-perceived value.
- \* Identify common customer expectations.
- \* Discuss supervisory strategies in creating customer loyalty.

#### For more information, contact:

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Your Small Business Resource

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