

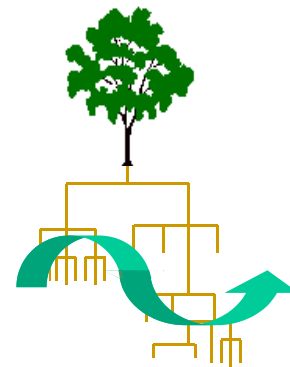
# Experience, Learning Points and Outcomes

- Develop the interpersonal skills of listening, conflict management & learning styles
- Master performance management
- Assess the “good boss” behaviors
- Build and maintain healthy workforce relations
- Administer policy with flair
- Decode the hidden knowledge of HR
- Deliver feedback with positive results
- Deal with performance issues
- Step-up and coach
- Understand the leadership challenge



This workshop is designed for frontline supervisors and those who support frontline people.

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## MyValueTree.Com

Increasing Business Effectiveness  
Diagnostic & Intervention Services

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# Be the Boss

FOUNDATIONS  
IN  
SUPERVISING PEOPLE

LEARNING THE BASICS  
OF FRONT-LINE  
SUPERVISION

2-DAYS



## Addressing Your Business & Financial Improvement Concerns



- Condensed to minimize impact to the shop floor
- In-tact work teams allow training to be targeted to site specific issues and culture
- Interactive and energetic delivery intermixed with video examples
- Conversational approach to training with small group exercises throughout
- Core content customizable to address specific needs
- 15-30 people per session
- With the “whole team in the room” issues are addressed and resolved
- Training conducted in modules

## Frontline Supervision is Key to Talent Retention

Most business segments are seeing a talent shortage develop over the next 4-5 years due to people retiring and a diminishing pool of talented people available for hiring. In the U.S., the Department of Labor is projecting a talent shortage of 500,000 people in aerospace alone. Couple this with a Gallup survey of employee engagement that shows 19% of the American workforce is actively disengaged. They cannot respond favorably to statements such as

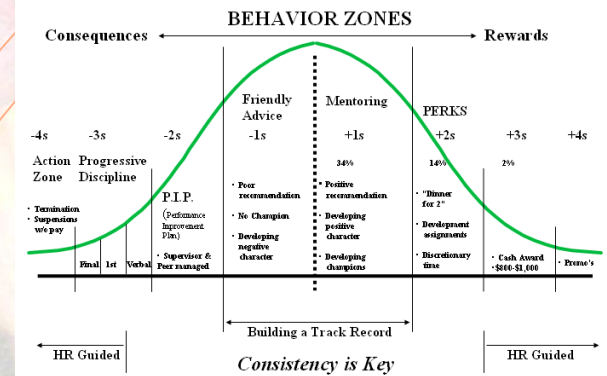
- \* **I know what I need to do and have the tools and training to do it**
- \* **My supervisor gives me the direction and feedback I need**
- \* **I have good working conditions and adequate compensation**
- \* **I'm on a good team and someone says “thank you” once in awhile**

Is this sufficient for the future? "Foundations in Supervising People" is designed to create a workplace where people are actively engaged under the guidance of a well trained supervisor.

## Base-lining Performance Expectations

The effective/good boss understands the company's goals and makes them happen. With integrity, they guide, involve, orchestrate and engage a group of people to deliver goods and services efficiently and effectively while having genuine concern for their people.

As the boss, one of the most significant challenges is administering a baseline of expected performance while at the same time creating an environment where people choose to give their discretionary effort. Experience shows that performance conversations appear arbitrary and targeted when expectations and standards are absent or presented after the fact. What you “allow” quickly becomes the standard of acceptable performance, difficult to improve with the passage of time.



Decode the hidden knowledge of HR using the Distribution of Behaviors.

### BE THE BOSS... Base-lining your Behaviors

Effective/Good boss: Understands the company's goals and makes them happen; someone with integrity who guides/orchestrates/involves/engages a group to deliver goods and services efficiently and effectively while having genuine concern for their people.

Behavior	1	2	3	4	5	6	7	8	9	10
Integrity										
Knowledgeable/competent										
Accountable										
Honesty										
Coaches/Coachable										
Motivate										
Listen										
Mentoring										
Forgiving										
Organized										
Decisive										
Understanding										
Complimentary										
Communicative										
Objective										
Delegates/empower										
Consistent										
Includes										
Courteous										
Exercises/encourages										
Focuses on										
Collaborative										
Clear/Communicative										
Flexible										

### Listening: How I choose to interact with you

Level	Description	Percentage
Level V	Empathic: Reflecting of thoughts, identifying, validating and acknowledging their feelings and opinions behind the situation. It sounds to me like you feel...	100%
Level IV	Active: Problem solving, Expressing opinions, and summarizing Using 7 Problem-solving tools.	100%
Level III	Curial Interpersonal: Small-talk: Acknowledge a subject interested in you or the subject I stay engaged in hearing what you say.	50%-50%
Level II	Selective: Data exchange: verbal facts & figures, instructions. I take information which I perceive as relevant. I probe and clarify that which is of interest to me. Inside my head I am busy formulating my response.	100%
Level I	Dismissive: I acknowledge your presence or existence through a greeting, head-nod, grunt, eye contact or hand-shake. I am discounting what you say, planning my next word or generally, could care less about what you have to say or your opinion.	100%

*The speaker has been instructed:*

- Valued/Cared for
- Respected
- Naming
- Response Mode
- De-valued/Why care
- Baseline Data

*I am ignoring you... no listening going on here.*

## Your Workshop Leader

With over 30 years experience and numerous international applications of the principles in Fortune 500 companies, your workshop leader and practitioner Alden B. Davis guides you to become a great supervisor. Alden has worked with over 1,000 frontline supervisors around the world sharing lessons learned from working at United Technologies Corporation and FMC Corp. His entertaining and interactive style creates a learning environment where people are ready to excel. As one participant said, “I can honestly state that this course held my full attention from the minute it started until the minute it ended. This is a direct reflection on the instructor. He did a fantastic job.”

