

The University of Toledo
Center for Continuous Improvement

SUPERVISORY COMMUNICATION SKILLS

Program Overview

This important session lays the groundwork for the most basic, and difficult, of supervisory responsibilities – *effectively* communicating with a diverse group of employees and colleagues to achieve the outcomes you want.

The first half of the program includes building the skills necessary to understand individual styles, performance drivers, and motivational techniques.

(Recommendation: The DiSC or Myers-Briggs assessment tools can be incorporated for additional important insights.) It includes the strategies inherent in successful interactions – how to anticipate, plan and achieve the right results.

The second half applies those skills to the real challenges of supervising others: communicating expectations of performance and coaching employees. The experiential components of the workshop provide participants with practice using client-specific scenarios and challenges.

Program Objectives

In this one-day seminar, participants will learn to:

- Understand their personal style and how it impacts communications with their employees and colleagues
- Adapt their styles to be more effective with diverse populations across the organization
- Clearly communicate performance expectations
- Have the difficult conversations with respect and positive outcomes
- Have coaching conversations to improve employees' performance
- Be stronger, more confident supervisors and leaders with more productive teams
- Strengthen behavioral strategies and communication skills that are effective with the diverse internal and external customer populations
- Develop negotiating skills that will increase effectiveness in achieving desired outcomes
- Develop strategies to avoid or resolve conflicts in a productive manner

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, CFCI Director, by calling 419-530-2037 or via email at carrie.herr@utoledo.edu.

Program Topics

- Learn the four basic personality types and why understanding them is critical to supervising others (DiSC or Myers-Briggs profiles for those who choose this option)
- Explore the “dark side” of our character traits, and learn tips on keeping them under control
- Tricks to flexing and adapting our style along the “grid”
- Look at employee motivation and recognition from a new perspective
- Explore the nuances of communication and how to make sure we’re really communicating what we intend to
- Learn the key words that diffuse tension and conflict
- Gaining confidence in your role as a supervisor, and increasing your personal power
- Tackling the scary part of performance discussions – how to communicate expectations and results
- Using the concepts of “planful conversations” to negotiate to yes

About the Instructor

Cynthia H. Pepper, a licensed counselor and business consultant, is considered a leading expert in the psychology of work, focusing on how people choose their work, grow and develop in their careers, impact their organizations, and are impacted by their organizations.

As a human resources and organizational development leader and consultant, she has worked with clients across the United States and the Caribbean, combining professional experience with her educational background in psychology, physiology, and learning.

She brings her energy and highly-engaging style to help others develop the competencies for success at all levels within an organization.

Cynthia has a keen understanding of the skills required for success at leadership levels, and serves as a business counselor and executive coach in addition to designing and delivering leadership development programming. She has trained thousands of individuals in the private sector and government, as well as in many colleges and universities.