

The ABC's of Supervision: Guidelines for New Leaders

Workshop for New Supervisors

Do you know that...

New supervisors face internal as well as external challenges when transitioning into their new role, and their transition can be harder if they are promoted within their own department?

New supervisors should effectively establish personal leadership goals, individual goals for each team member, and overall goals for the department?

Employees who get ongoing feedback, support, and professional development have higher levels of productivity, attendance, retention and customer service?

What past participants have said about this program...

"Through the examples and [the] role playing on the CD, I was able to get a better perspective of the actual role a supervisor has."

"Excellent forum for feedback and exchange of ideas from participants."

"The most important thing I learned: Supervisors are responsible for managing/communicating information laterally, upwardly, as well as downward. Supervisors serve as a link among various levels of [their] staff."

**Thursday
September 13, 2012**

8:30 am – 12:30 pm

**University Center
Room 312**

New supervisors must transition from single contributors to leaders, often heading up of a group of their peers. Effective management of this transition includes learning about the internal (managing self) and the external (managing others) aspects of the change.

This workshop focuses on the tasks of a new supervisor, offering basic guidelines for building a work environment that supports and encourages employees to perform at their highest and most engaged levels. The workshop is highly interactive and offers new supervisors tips and techniques they can use immediately. New supervisors will learn about:

- Planning and prioritizing team tasks
- Delegating
- Developing team members
- Communicating upward and downward
- Encouraging teamwork and directing problem solving
- The importance of being accessible to the team
- Modeling desired behavior
- Disciplining effectively
- Giving praise and recognition

About the Instructor...

Maria T. Gutierrez has a 25-year career which includes identifying and developing talent. She has been responsible for nearly every aspect of Human Resources. In 2010 she established a private practice that serves clients by outsourcing their specialty HR requirements. Maria's international background complements her passion for working with people, and for facilitating fast-paced and highly interactive training.

Register on the web by September 5th at: www.umbc.edu/training

Spaces are limited and pre-registration is required.



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