

Course Syllabus for:

Introduction to Supervisor Development



Course Code 9-100	CEUs 1.2 CEUs
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Course Introduction

This Introduction to Supervisor Development course is designed to assist new supervisors to acquire the knowledge and skills required to be an effective leader. The course covers a wide range of topics including team leadership, communication, employment issues, and building on success as a leader. It is especially designed to help those in the metalcasting industry who are supervising hourly, or salaried workers. Introduction to Supervisor Development is beneficial to those who have been recently promoted from hourly or salaried ranks who have little previous experience in supervision or those that have never had formal supervisory training or need to brush up on their supervisory skills.

Learning Outcomes:

1. Increase productivity.
2. Improve communication skills.
3. Manage change, including dealing with resistance.
4. Interview prospective employees.
5. Understand basic legal requirements.
6. Handle substance abuse issues.
7. Understand the components of sexual harassment.
8. Successfully manage multicultural teams.

Lesson Outline

- **Module 1: Introduction**
 - Welcome and Course Overview
 - Introductions and Learning Outcomes
- **Module 2: Welcome to your new role as supervisor**
 - The road to management
 - Getting into management mode
 - Using your new authority
 - Creating a positive environment
 - Setting objectives
 - Delegation: your new best friend!
 - Credibility
 - Time management
 - Working with your supervisor
- **Module 3: Leading Employees**
 - Getting to know your employees
 - Motivating your employees
 - Creating a team dynamic
 - Managing difficult employees
 - Training your employees
 - Providing feedback
 - Accountability
 - Increasing productivity

- **Module 4: Communication**
 - How communication is interpreted
 - Choosing the right wording
 - Courtesy
 - Communication pitfalls
 - How to express urgency
 - Offering corrections
- **Module 5: Employment Issues**
 - Interviewing
 - Legal hiring requirements
 - Substance abuse
 - Sexual harassment
 - Grievances
 - How to handle being in the hot seat
 - Leading multicultural teams
 - Age gaps
 - Privacy
 - Employee reviews
 - Disciplining employees
 - Terminations
- **Module 6: Continuing Your Success**
 - Staying organized
 - Chain of command
 - Ongoing learning
 - Employee retention
 - Developing confidence
 - Maintaining work-life balance
 - Finding your successors
- **Module 7: Wrap-up and Conclusion**
 - Summary of Course and Review of Learning Outcomes
 - Complete Course Evaluation

Instructional Methods:

- Facilitator-led discussion
- Group discussion
- Group activities
- Role playing
- Q&A

Assessment Methods:

No formal assessment will take place in this course; however, attendees will participate in informal activities such as knowledge check and Q&A sessions with the facilitator to verify that learning outcomes are being met. Assessment of successful achievement of learning outcomes must be included throughout the course to meet the standard for continuing education programs and for CEUs to be awarded.

Course Prerequisites:

- None

Texts, Books or other Resources:

- The Essential Supervisor's Handbook by Brette McWhorter Sember & Terrence J. Sember

Attendee Requirements to Earn CEUs:

1. Be present at least 10 hrs of the total 12 hrs of instructional time (~90%), which does not include lunch or breaks.
2. Active participation (can include asking questions, communicating with other attendees during and taking part in group activities, providing responses during whole class or group discussions).
3. Successful achievement of learning outcomes.
4. Certificate of Completion will be awarded.

Who Should Attend?

The target audience for this course consists of individuals responsible for:

- Anyone new to a supervisory role in the metalcasting industry
- Anyone without formal supervisory training
- Supervisors
- Superintendents
- Engineers
- Quality professionals
- Safety professionals
- Sales leaders
- Maintenance leaders
- Crew leaders