

# THE EFFECTIVE SUPERVISOR



## 3-PART LEARNING LAB SERIES

Supervisors and managers play a crucial role in creating a positive working environment that leads to successful accomplishment of individual, team, and departmental goals. In this new 3-part workshop series for new supervisors or those experiencing transition in their role, you will learn a core set of supervisory skills that will help you grow as a supervisor and help you grow UMBC's greatest asset, its people.

**NOTE: There are two separate sessions for this program offered on the same dates. An A.M. session from 8:00 a.m. - 11:30 a.m. and a P.M. session from 12:30 p.m. - 4:00 p.m.**

Registering for this comprehensive program includes:

- 1) Required attendance in three 3.5 hour training programs (see details on back):  
10/25/17 Transitioning into Management,  
11/17/17 Motivating, Inspiring, and Developing Your Direct Reports, and  
12/8/17 Navigating Interpersonal and Team Conflict.
- 2) Short integration assignments to practice strategies and tools learned back on the job;
- 3) Self-assessment and pre and post program metrics; and
- 4) Post-program structure and support for participants in carrying the learning and work forward.

**For more details see back of flyer**

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### **Session 1 - 10/25/17 - Transitioning into Management**

Transitioning into management does not need to be a daunting experience. In this interactive session, you will learn how to define your role as a supervisor, distinguish between management and leadership roles and promote the importance of self-awareness and insight as it relates to the your leadership effectiveness.

You will also leave with an understanding of your impact on shaping the work environment and how to identify key themes and skills for managing effectively during times of change.

### **Session 2 - 11/17/17 - Motivating, Inspiring, and Developing Your Direct Reports**

Inspiring, motivating and developing your team is key to your success as a supervisor. In this workshop, you will learn strategies to create a positive work environment that encourages high performance, generate development strategies and ways to include your direct reports in these conversations, identify and apply a series of inspirational leadership behaviors to bring out the best in your team and learn how to motivate in the absence of money or position change.

### **Session 3 - 12/8/17 - Navigating Interpersonal and Team Conflict**

Learning how to diffuse conflict successfully can make or break your effectiveness as a supervisor. In the final session, you will identify different types of challenging employees and effective methods for dealing with each, increase personal awareness and ability to address conflict effectively using a variety of models and exercise and practice ways to recognize, analyze, and address conflict with both individuals and within the team.

**By nature of the design of this program, we see the following added benefits:**

- Enhanced satisfaction and effectiveness in your role
- Enhanced campus networks
- Harnessing of collective wisdom of the group to work issues to a deeper degree of depth
- Increased level of support

**Our program guide and facilitator: Joe Raia, of Glimmerglass Consulting & Training, Inc.**  
<http://www.glimmerglassconsulting.com/>

**Space is limited! Registration deadline is October 13th at**  
**[www.umbc.edu/training](http://www.umbc.edu/training)**