



CareerWise Colorado

Tomorrow's Talent Today

Supervisor Fundamentals

2017 Participant Guide

Thank you for attending today's training! This participant guide will be used throughout the day to work through specific exercises as well as provide a place for you to jot down notes and thoughts as we discuss the fundamentals of supervision.

Following today's session, the slides will be mailed out for your reference. Let's get started!

Manager OR Leader?

Manager	Leader
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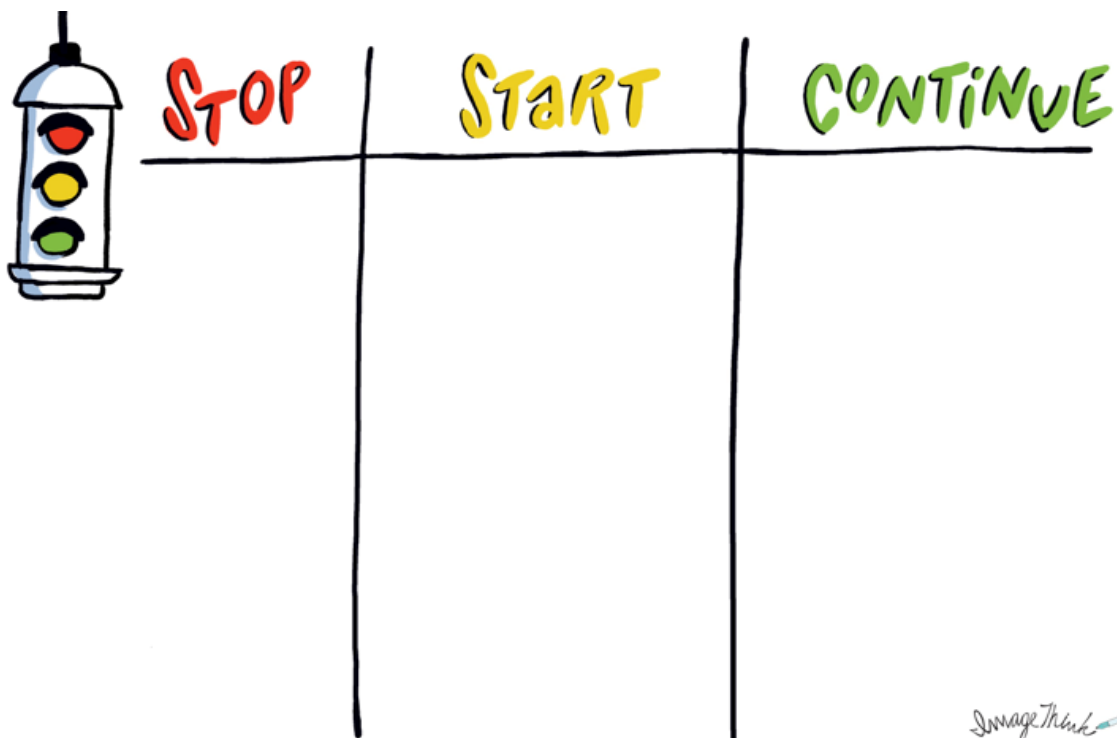
RECRUIT: The best and worst interview questions I've ever heard...

ONBOARD – first 2 weeks

TOPIC	REASON	<i>(save for later)</i>
		C C C C
		C C C C
		C C C C
		C C C C
		C C C C

TEACH – My Best Boss

DEVELOP – List a behavior you will immediately STOP (and how will the feedback be delivered?). Also list a behavior you will immediately encourage to continue (with what kind of verbal reinforcement?)



STOP	START	CONTINUE

SmudgeThink

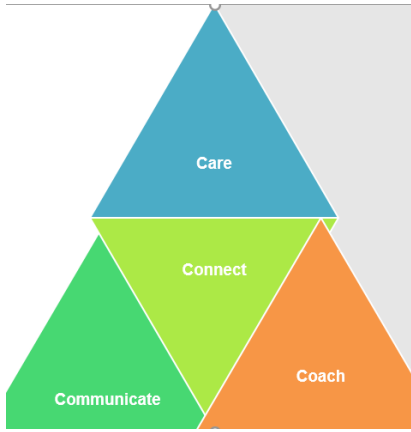
PERFORMANCE MANAGEMENT

1. A review should never be a surprise
2. Provide examples and details: good and bad!
3. Speak to behavior not character

GROWTH:

I didn't think I could _____ but I did!

Notes on the employee life cycle:



The 4 Cs of People Management

CARE

CONNECT

COACH

COMMUNICATE

LISTENING

What makes someone a good listener?

Eric comes to you and says he's really frustrated that his peer lead always waits until the last minute to review his work which means he is often standing around waiting. He likes to be busy so he gets bored and he's worried he'll fall behind on his training plan.

What powerful questions would you ask Eric?



Technical Competency	Foundational Competency