

VIOLAND



MANAGEMENT
ASSOCIATES



Technician Supervisory Training

Build From Within

Continuous Enrollment



Web-based

See Back for Details

Building the Bridge to Frontline Management for Tomorrow's Promising Leaders

The Role of a Technician

The technician supervisory role is critical in all restoration and cleaning companies. This person is tasked with being the commander on the frontlines. They make key decisions every day and face the burdens of accountability with technicians, higher level managers, and customers. Typically they are someone who has proven honest, hardworking, and loyal to achieve this promotion. What they haven't been is trained in the fundamental principles of coaching and management. This can lead to profit-reducing inefficiencies and communication breakdowns.

Program Format

The program consists of 18 hours of web-based training over six months. This is broken down into 12 bimonthly sessions each lasting 90 minutes. Instruction is divided into three modules of skill-based training.

Class size is limited to 12 students participating in live webinars, ensuring a strong group dynamic and individual attention. Each class is recorded, so if a participant must miss a session, they are able to sign in later and view the missed class before the next scheduled webinar.



The Need for Professional Training

First and foremost, professionally trained supervisors lead more profitable jobs. Many times, becoming a technician supervisor can be considered the first step toward earning additional responsibilities and promotions into roles such as crew leader or project manager. When those positions open, companies struggle to fill them because they have not taken the time to professionally train entry-level employees in supervision and professionalism. Instead of being able to promote quality from within, they are forced to hire someone from outside the company who may upset the culture and values of the organization. Current employees who desire these management positions become indifferent and may look for opportunities elsewhere.

VMA's Approach

This program encompasses structured learning with measurable results. Correct behaviors are taught early on, so job sites are managed more efficiently and effectively. Potential future leaders of the company understand the cornerstones of successful supervision, and day-to-day responsibilities are managed correctly. This also allows companies to build from within and identify and prepare rising stars. Interested top-level talent are able to see the company as a long-term career, not just a job.

“Supervising in the restoration and cleaning industries has never been more exciting or challenging. This program will ensure that you help prepare your future leaders with the critical skills and competencies required to lead your company both now and in the future.”

—Scott Tackett, Violand Management Associates

Discussion Topics

Module 1: The Role of a Supervisor and Today's Supervision Challenges

- Communicating effectively
- Coaching employees
- Understanding the terms power and authority
- Managing time and stress

Module 2: Required Functions for Effective Supervisors

- Understanding the importance of good documentation
- Setting expectations and measuring performance
- Driving the never-ending process of improvement
- Embracing change

Module 3: Supervision and Human Resources

- Creating an environment of motivation
- Handling difficult employees: counseling and discipline
- Managing conflict
- Building and sustaining mutual trust and respect

Key Learning Points

Module 1

- The importance of active listening and how it is done
- How coaching involves working with an employee to identify what needs to be improved and how the employee and supervisor can work together to accomplish their goals while supporting the employee throughout the process
- The role of a supervisor as it relates to accomplishing organizational goals and holding employees accountable
- The difference between someone's ability and someone's right, and how to influence others to exhibit desired behaviors
- The concept of doing the right thing at the right time for the right reasons

Module 2

- Careful and complete documentation is essential for the organization
- Working smarter, not harder is the key to successful supervision
- Three performance measurements needed to lead a team to higher performance
- The concept that change in every organization is inevitable and learning how to lead it by promoting a culture of change
- How problems are an everyday occurrence of supervision, and successful supervisors are those who know the issues on which to focus and respond in order to improve their area of responsibility

Module 3

- How supervisors can influence productivity by motivating their employees to contribute their ideas and efforts toward improved output and efficiency
- Guidelines for effective discipline
- How to criticize constructively
- Conflict is not necessarily negative if handled properly
- Implementing components vital to building and sustaining mutual trust and respect



Results

The end results of professionally trained technician supervisors implementing these key learning points into a job are increases in profitability and professionalism. The supervisor's performance is stronger. Expectations are set, and employees are held accountable by a supervisor who understands the basic building blocks of communication and management. Many problems are effectively handled on-site before arriving at the owner or project manager's desk. Companies are able to quickly identify employees who have the drive and capabilities to eventually ascend into higher level roles and potential high-performing employees receive the incentive and motivation to continue to improve.



If a company has an employee quit their job within 365 days of completing a Violand professional training program, Violand Management will extend a free seat to the company for the same class to be attended within the next 365 days.

About the Instructor



Scott Tackett is a facilitator, business trainer, and adjunct professor at Kent State University who joined VMA after 32-years in manufacturing, H.R. management, and organizational leadership. Scott created Violand's Management Development Program and the Technician Supervisory Training program to meet a huge need in the restoration and cleaning industries—supervisory and management training. He earned both his Bachelor's Degree in H.R. Management and his Master's Degree in Organizational Leadership from Geneva College. The H.R. expertise, strategic planning skills, and roll-up-your-sleeves attitude Scott possesses are tailor-made for the restoration and cleaning industries.

About Violand Management Associates



Chuck Violand



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Violand Management Associates, LLC is a consulting firm that works internationally to help entrepreneurial companies achieve sustained profitable growth. Our mission: We have a passion for enriching the lives of business owners and their teams. We are personally invested in helping them achieve their dreams and aspirations.

Technician Supervisory Training is one of several executive development programs offered by Violand Management Associates in addition to our Advisory Services. For more information, visit our website at violand.com or call +1 800 360 3513.

