



VIOLAND'S

GUARANTEE

365-DAY

TECHNICIAN SUPERVISORY TRAINING

ONLINE CLASSES

WHY SHOULD TECH SUPERVISORS ATTEND?

An on-site supervisor who is trained in professional skills including understanding authority, communication, customer service, and time management leads to greater performance. You will see improvements in **job completion time, customer satisfaction, and employee turnover**. Targeting a great employee to take charge? Longing to significantly **reduce expensive on-site headaches**? Here's your chance.

HOW DOES THIS BENEFIT YOUR BUSINESS?

Professionally trained supervisors implement key learning points from this program to **increase profitability** and **professionalism**. Expectations are communicated and employees are held accountable by **a supervisor who understands coaching and management**. Many problems are **effectively handled on-site** before arriving at the owner or project manager's desk.

TOPICS

Program attendees display higher standards of performance and sharper skills in these areas:

- Team Motivation
- Constructive Criticism
- Managing Conflict
- Effective Discipline
- Building Trust
- Importance of Documentation
- Setting Expectations
- Continuous Improvement
- Embracing Change
- Responding to Concerns
- Active Listening
- Effective Coaching
- Accountability
- Influencing Others
- Decision Making

RESERVE YOUR SPOT TODAY

PROGRAM SCHEDULE

CONTINUOUS ENROLLMENT

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MODULE 1: ROLE OF A SUPERVISOR

- **Communicating effectively**
- **Coaching employees**
- **Understand using power and authority**
- **Managing time and stress**
- 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 3: HUMAN RESOURCES

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

MODULE 2: SUPERVISORY FUNCTIONS

- **The importance of good documentation**
- **Expectations and measuring performance**
- **Driving process improvement**
- **Embracing change**
- 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.
- 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.
- How to properly handle conflict.
- Implementing components vital to building and sustaining mutual trust and respect.

REGISTER TODAY
LIMITED SPACE AVAILABLE