



The Mechanics of the Supervisors Job

- **The On - Boarding process, how to help new employees hit the ground running**
- **Addressing poor performance so that positive change results**
- **Effective performance appraisals**
- **Strategies for curbing absenteeism, tardiness and rule breaking**
- **When termination seems imminent**

Communication Techniques Every Supervisor Should Know

- **Why developing your communication skills is essential to your success**
- **Your role in keeping lines of communication open at all times**
- **Words and phrases that can destroy your credibility and authority – what to say instead**
- **The secret to giving crystal clear directives**
- **Active listening techniques**
- **Tips for speaking powerfully and confidently**

Dealing with Difficult Employees and Eliminate Problem Behavior

- **Tips for turning chronic complainers into satisfied employees**
- **Tools for combating a variety of attitude problems**
- **Best approach for dealing with argumentative and combative people**
- **Your role in settling disagreements**
- **How-to's for a professional, productive employee confrontation**
- **Proven techniques for appearing calm and in control when you're feeling anything but**