



# **Illinois Supervisory Skills Program**

## **Course Description**

### **Session 1: Core Functions of Supervision**

Effective leadership requires a keen perception of people, self-awareness, empathy, and the ability to influence and inspire team members. Participants will utilize the DiSC self-assessment tool to discover their interpersonal style and recognize clues to decode their employees' styles. Various activities will bring more clarity and understanding on the Managers' own DiSC styles. Supervisors will learn the basics of effective collaboration to create a more positive work environment. They will also learn how their behavior affects their unit's overall environment. Strategies on handling typical situations will be included in the program.

#### **Learning Objectives:**

- Recognize your power to create a positive environment where everyone is respected, appreciated, and individual differences are valued.
- Discover your personal managing styles' strengths and challenges to enhance your communication skills.
- Direct staff more effectively by learning individual communication preferences
- Learn people reading skills in recognizing people's DiSC styles
- Respect, appreciate, understand, and value individual differences

### **Session 2: Leading a Diverse Workforce**

Diverse workforces bring together employees who have unique and diverse perspectives and a range of skills and qualities necessary to create dynamic teams. Research has repeatedly shown that there is a statistically significant relationship between a more diverse team and better performance. Each University unit that comprises the University has a critical role in advancing the University as a diverse and inclusive place to work. This highly interactive workshop uses an awareness and skills-based approach to inform attendees of what diversity and inclusion entails and to provide practical skills that attendees can implement in their departments to achieve greater diversity and inclusion.

#### **Learning Objectives:**

- Develop an understanding of diversity and inclusion
- Critically examine personal beliefs, attitudes, and biases about people and cultures
- Identify the barriers to creating a diverse and inclusive workplace
- Increase your confidence to model inclusivity and facilitate dialogue when unexpected issues arise.
- Discover strategies to "practice" diversity regularly, i.e., embed diversity and inclusion into departmental structure and operations

#### **Employee Development and Learning**

[humanresources.illinois.edu/employee-development-and-learning](http://humanresources.illinois.edu/employee-development-and-learning)

### **Session 3: Conflict Resolution & Problem Solving**

To sustain a harmonious workplace, supervisors must communicate and approach conflict proactively. Conflict that arises in the workplace can be uncomfortable and inconvenient. Letting conflict go unresolved in the workplace can lead to situations that escalate or fester over time. This session will explore conflict resolution learning theory to increase awareness of constructive conflict styles and focus on the obstacles that are getting in the way. Participants will learn different methods of problem solving that will support a culture of accountability and create an environment where conflict leads to positive change maximizing the organizations effectiveness.

#### **Learning Objectives:**

- Understand of the impact of conflict in the workplace
- Demonstrate skills in resolving conflict and confrontation in a proactive manner
- Accurately address concerns by talking respectfully and candidly in a safe manner
- Implement skills and strategies to manage and resolve conflict
- Improve accountability by employing problem solving strategies to manage conflict.

### **Session 4: Managing Performance**

The performance management process offers supervisors the opportunity to connect employees to unit mission and vision as well as confirm their roles, responsibilities, and level of performance. The words managers use and how they give feedback can influence employee performance and productivity either positively or negatively, depending on how well—or poorly—the conversation goes. In theory, supervisors are aware that feedback can be a powerful tool to improve performance and morale. But in practice, supervisors and leaders often find themselves doing some (or all) of the following: avoiding feedback conversations altogether, worrying about the impact of offering feedback to intimidating employees, or fostering a culture where everyone pretends no one makes mistakes, people are always nice, and work is done harmoniously. This hands-on training will provide a safe space for supervisors to develop and practice the skills necessary for effective performance feedback. Supervisors will review tools and techniques to implement continuous performance feedback for employees at three different levels of performance: marginal performers, solid performers, and exceptional performers.

#### **Learning Objectives:**

- Recognize performance feedback as a tool using different approaches for different performers
- Develop practical skills vital in implementing effective performance feedback
- Foster teamwork and engagement by involving people in in decision making
- Explore how to support employee development through engaged feedback in planning short- and long-term professional development goals
- Establish goals that align with the institution and unit mission and vision

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## **Session 5: Coaching Skills for Supervisors**

Unlike decades past, current times require managers to do even more as primary stewards of excellence and effectiveness in their workplaces. Performance issues should not be the trigger for coaching; the process should be an integral part of day-to-day management. It is the foundation of effective feedback and employee development. Emphasizing the importance of self-assessment and planning in personal development, this session will lead supervisors and managers through individualized career self-assessment tools and explore how managers can support their employees in pursuit of professional and career development. This session allows those who are involved in coaching subordinates to assess their styles and identify areas in the process they wish to modify or strengthen. A coaching model describing how to conduct effective coaching meetings with follow-up is explored.

### **Learning Objectives:**

- Understand the foundations and purpose of coaching to incorporate the principles of continuous performance improvement
- Learn how to decide when and how to coach, as well as some important coaching considerations
- Appreciate the importance of a coaching model and its relevance to the coaching dialog
- Practice in creating coaching questions, and “hands on” experience at being a coach and mentee
- Match coaching techniques with employee performance to correct problem situations and develop employees

### **Program Cost**

A one-time registration fee of \$250 includes an orientation and kickoff event; Everything DiSC Profile self-assessment and individualized report; “FYI for your improvement”, a Korn Ferry Leadership Architect competencies development guide; and five training sessions led by skilled facilitators.

### **Certificate of Completion**

Attending for the entire span of the training program is beneficial and recommended to maximize your knowledge and justify full credit for the program. A Certificate of Completion for the program will be earned at the end of the semester after participants have attended all five core program sessions.

Make up policy: if, due to unforeseen circumstances, a participant misses one session, they will be given two opportunities to make up the missed session within one year to earn a certificate of completion.

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## **Program Dates (Fall 2022)**

### **Kickoff and Program Orientation**

Wednesday, August 24; 1:30 p.m. – 3:00 p.m. (Virtual)

### **Session 1 – Core Functions of Supervision**

Wednesday, September 7, 2022; 1:30 p.m. – 4:30 p.m. (I-Hotel)

### **Session 2 – Leading in a Diverse Workplace**

Wednesday, September 28, 2022; 1:30 p.m. – 4:30 p.m. (I-Hotel)

### **Session 3 – Conflict Resolution and Problem Solving**

Wednesday, October 19, 2022; 1:30 p.m. – 4:30 p.m. (I-Hotel)

### **Session 4 – Managing Performance**

Wednesday, November 9, 2022; 1:30 p.m. – 4:30 p.m. (I-Hotel)

### **Session 5 – Coaching Skills for Supervisors**

Wednesday, November 30, 2022; 1:30 p.m. – 4:30 p.m. (I-Hotel)

### **Closing Wrap-Up – Reflections and Action Planning**

Wednesday, December 7, 2022; 1:30 p.m. – 3:00 p.m. (virtual)

## **Cancellation Policy**

If you cannot attend the Illinois Supervisory Skills Program for which you've registered and you wish to cancel your registration, you must do so prior to the program kickoff and orientation start date to avoid any charges. We are unable to accept cancellations and/or offer refunds after this date. No-shows will be charged the full registration fee.

## **Questions**

If you have any questions, please contact Kathy Adams, a Training and Development Specialist with Employee Development and Learning, at [edl@illinois.edu](mailto:edl@illinois.edu) or (217) 333-8342.