



Leadership 101

The demands on new supervisors are high! We expect them to keep everyone on schedule, manage projects, supervise people who may be older than them or their peers, appeal confident and calm and somehow remain relentlessly positive. This practical workshop will help young leaders learn practical techniques for running a short meeting, having a difficult conversation, and asserting their authority without sacrificing camaraderie in their department. Seasoned leaders will find new ways to train their upcoming supervisors.

Participants will learn and practice:

- Meeting facilitation skills (efficient, confident, clear and friendly)
- Difficult conversations (with a script)
- Quickly gaining the trust of the team (active supervision)

Most new supervisors have the same hopes and fears. They hope to be successful and inspirational, and they fear being seen as incompetent or unlikable. In this session, we will address these fears directly, and discuss the scenarios most likely to occur for new leaders:

- A team member who doesn't do their share
- A talented team member who struggles with teamwork
- A team member with temporary personal issues getting in the way of their work
- A team member who needs to be fired
- A workload that is unmanageable
- A supervisor who is difficult to understand

Custom sessions are available from 2 hours to all day.



Questions or scheduling requests:
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