

## Supervision and Management Skills: Leadership in the Tribal Workplace • February 23-24, 2010 - Anchorage, AK

CLASS ID: HR1010NCHO

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
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**HOW TO REGISTER**

**Phone:** Call 1-800-992-4489, Monday-Friday, 9:00 a.m.-5:30 p.m. EST.

**Fax:** Complete the registration form and fax to 703-352-2323 anytime. Payment must be received at our office prior to the start of the session.

**Mail:** Return registration form and payment to:  
 Falmouth Institute  
 3702 Pender Dr., Suite 300  
 Fairfax, VA 22030.

**Online:** At [www.falmouthinstitute.com](http://www.falmouthinstitute.com)

**E-mail:** [info@falmouthinstitute.com](mailto:info@falmouthinstitute.com)

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**A successful supervisor or manager knows how to accomplish tasks through other people. Attend this class and learn how to motivate your staff and reach your organization's goals.**

## Supervision and Management Skills Leadership in the Tribal Workplace

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### After attending this class, you'll be able to:

- › Define your role and responsibilities as a manager
- › Incorporate basic principles of effective communications into your daily interactions
- › Prioritize requirements, delegate tasks and train employees
- › Maximize the efficiency of time spent supervising work and monitoring staff
- › Recognize the qualities of strong leadership
- › Address and resolve conflicts in the workplace
- › Set expectations for your staff
- › Assess your management style and capitalize on it

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# Supervision and Management Skills

## Leadership in the Tribal Workplace

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If you're a manager or supervisor, ask yourself: What will motivate my staff? How can I get people to accomplish their duties quickly and productively? How can I instill cooperation and teamwork in my staff? How do I get a difficult employee to become a good employee? How can I continue to keep my employees energized and resourceful?



This course will enable you to expand on personal and on-the-job experiences by applying newly acquired skills and techniques used by leading management experts. Our expert instructor will walk you through practical, hands-on exercises, including problem-solving and other

workplace scenarios. You'll also complete the AMA DISC Survey™, which will help you identify your behavioral profile and learn about the differences of others and the environment that they require for maximum productivity and teamwork.

This program is vital for all first-time managers and supervisors. It will also improve the skills of more experienced managers. Register today!

*\*Instructor subject to change.*

### TOPICS INCLUDE

#### Supervisor's Role

- › Key job functions:
  - » Interpersonal
  - » Informational
  - » Decision maker
- › Basics of supervision
- › Setting expectations
- › **Exercises:** Challenges and rewards of being a manager in a tribal organization

#### Interpersonal Skills

- › Communicating with others
- › Improving interpersonal work skills
- › Coaching and counseling
- › Motivating your staff
- › **Exercises:** Communicating at work, coaching role play, motivation pre-test, increasing motivation and performance and improving your listening skills

- › **Exercises:** Case study review, measuring performance

#### Conflict Resolution

- › Experiencing and resolving conflict
- › Improving cooperation
- › Dealing with difficult employees
- › Creating and maintaining motivated work teams
- › **Exercises:** Conflict mode instrument

*Topics subject to change.*

## Participate in practical, hands-on exercises and build your management skills.

#### Leadership

- › Your leadership style
- › Keys to strong leadership
- › Mutual respect and integrity
- › Situational leadership
- › Managing diversity
- › Maintaining productivity
- › **Exercises:** Rating leadership skills, leadership self-assessment and leadership style

#### AMA DISC Survey™

- › Overview of DiSC
- › Hands-on DiSC test
- › DiSC assessment

#### Tools for Effective Management

- › Determining priorities
- › Defining the job
- › Providing the tools and training for success
- › Action planning
- › **Exercises:** Creating to-do lists, determining priorities, allocating your time, job training, action planning and delegating tasks

#### Monitoring and Feedback

- › Supervising the work
- › Establishing standards
- › Monitoring performance
- › Providing feedback

Please check our Web site for information on these upcoming training sessions:

**Assessing and Revising Personnel Policies and Procedures for the Tribal Organization**  
March 2010

**Developing Tribal Travel Policies Using IRS and OMB Guidelines**  
March 2010

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