



Product

Step1Start Supervisory Skills Training Program

Audience

Frontline Supervisors, Team Leaders and New managers

Location

Foster Plaza 6, Green Tree, Pennsylvania

Program Highlights

An intensive 2-day class intended for frontline supervisors, team leaders and new managers who may never have been able to receive formal management training.

The program addresses four essential topics:

Manager Building Blocks:

Fundamentals & Competencies

Who's The Boss?: Leading Your Peers & Accountability

Getting It Done: Delegation & Decision Making

Staying Out of Trouble:

Employment Lifecycle & Workplace Compliance

Call 412-922-6870 or email us at info@step1management.com for the program schedule, pricing or to register for the program.

About Step 1

Step 1 Management Services helps companies to grow by reconnecting them with their core competencies and by training and mentoring their leaders for success.

Essential Training for Frontline Supervisors and Team Leaders

In today's increasingly competitive and unconventional business climate, well trained and effective frontline supervisors and team leaders are key players in the success of small-to-mid-sized firms. Very often these individuals have been promoted from within the company with little to no formal supervisory training.

The **Step1Start** training program is an intensive, focused two day course that teaches frontline supervisors and team leaders what they need to know to *significantly improve their management performance*. The program encapsulates four critical management areas that frontline supervisors and team leaders need to learn to become more effective managers:

Manager Building Blocks—this session introduces the student to several fundamental concepts of management, including a discussion of control versus influence and a primer and exercise in identifying the core competencies of employees.

Who's the Boss?—this session explores the essential management behaviors of being truly accountable in the workplace and the challenges associated with becoming the leader of your former peers.

Getting It Done—this session focuses on the day-to-day aspects of being an accountable manager, including how to successfully delegate, how to use a structured approach to decision-making and how to motivate your team to perform at (or beyond!) their full potential.

Staying Out of Trouble—this session examines the intricacies and do's and don'ts of the employment lifecycle (from hiring to firing) as well as issues related to workplace compliance and typical mistakes made by managers that lead to actual violations of employment laws.

The Results

Upon completing the course, participants should be able to recognize and handle management problems early—before they become complicated and expensive.

Methodology

This program combines a traditional classroom style, interactive role playing and team simulations to form a solid foundation of essential knowledge and “best practices” for managing in the professional environment.

*For about the same investment required for your company to engage a consultant or legal professional for just one day, **Step1Start** can prepare your managers and supervisors to perform better forever.*

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