



Enhance your skill set.

# Supervisor Boot Camp

This highly customizable program provides supervisors with the essential training to enhance their leadership skills and effectively lead their teams. This interactive 15-module program will develop all levels of supervisors with practical, interactive and relevant supervisory skills to effectively lead employees.

## Module 1 The Role of the Supervisor

Learn the difference between “leading” and “bossing.” Focus will also be on developing self-confidence and looking at common supervisory mistakes and how to avoid them. Learn about establishing credibility.

## Module 2 My Work Behavioral Style—Why I Affect People the Way I Do

Using a self-discovery tool, participants will identify their work behavioral style and natural communication strengths and limitations.

## Module 3 Recognizing the Work Behavioral Style of Others—Why People Affect Me the Way They Do

Learn how to identify the work behavioral style of others and how to adapt your own style to maximize effective communication and productivity.

## Module 4 Situational Leadership Applied to Work Behavioral Styles

Learn principles of Situational Leadership and learn to evaluate employee behavior based on levels of competence and commitment.

## Module 5 Listening Skills

This session will give the tools and techniques to sharpen listening skills. It will include: Barriers to listening, the listening process, characteristics of skilled listeners, active listening and non-verbal listening skills.

## Module 6 Stress Management

Examine sources of stress and explore strategies to manage stress both personally and professionally.

## Module 7 Praise, Criticism and Coaching

Examine how to motivate employees using the positive techniques of communication, coaching, feedback and evaluation.

## Module 8 Problem Solving and Decision Making

How much attention a problem deserves depends upon how serious that problem is. This workshop will explore ways to approach problem solving using observations, critical thinking and flexibility.

## Module 9 Conflict Management

Learn how to use conflict management techniques to counter negative employee behavior. Explore a positive approach to discipline.

## Module 10 Team Building

This workshop will introduce the concept of teams and demonstrate the unique ability of teams to produce dramatic results.

## Modules 11 & 12 Basic Presentation Skills—Speaking and Writing

Learn basic skills and techniques for effectively communicating as well as how to establish credibility when presenting to a group.

## Module 13 Time Management

Use a self-discovery tool to help identify strengths and limitations with time management. Learn how to manage multiple priorities as well as effective planning and organization skills.

## Module 14 Managing Change

This session will focus on the skills needed to be a “change agent.” Learn the three process skills needed to facilitate change.

## Module 15 Review and Reflect

Review learning logs from the workshop series and put together a formal action plan for continued self-development.



Find out if your organization is eligible to receive WEDnetPa funds. Visit <http://www.wednetpa.com> for details.



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