

# Supervisor's Workshop

**Course Number:** 4723

**Length:** 4.5 Days

**Primary Delivery Method:** Instructor-led online (synchronous); Instructor-led live classroom

**Alternative Delivery Methods:** Instructor-led online (synchronous)

## Course Description

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Gain the skills and foundational concepts for effective supervision and enable those you manage to perform to their highest potential. Examining and discussing real-world examples and participating in experiential exercises, you will explore the technical and leadership skills to drive organizational success. As part of this class, you'll also gain access to the *Supervisor's Playbook* resource to support your ongoing development. Use the step-by-step guidance, pro tips, and tools and resources in the *Supervisor's Playbook* to elevate your supervisory skills and lead your team with confidence.

This workshop follows the guidance outlined in the Office of Personnel Management's Federal Supervisory Training Framework and its Leadership Competencies.

## Intended Audience

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This workshop is designed for new and aspiring supervisors in the federal government as well as those in need of a refresher. It meets OPM recommendations for new and refresher supervisor training.

## Course Learning Objectives

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- Examine the responsibilities and challenges faced by supervisors
- Use effective principles of delegation to assign tasks and responsibilities to team members
- Analyze best practices for supporting high-performing teams
- Discuss strategies and techniques for managing conflict effectively
- Identify best practices for elevating employee motivation and engagement
- Apply best practices for conducting performance appraisals
- Identify strategies to effectively diagnose employee performance issues
- Demonstrate the ability to give and receive feedback effectively
- Use effective coaching practices to improve everyday interactions with employees

## Course Additional Features

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- Producer Support
- Technical Support Team
- Dedicated In-House Accessibility/Section 508 Compliance
- Student Resource Guides
- Digital Guides
- Supervisor's Playbook

All details about the Additional Features are available on this page. [Click here to Explore](#)

# Supervisor's Workshop

## Course Schedule

DAY ONE	
MORNING	Course Introduction
	Module 1: Becoming a Supervisor
LUNCH	
AFTERNOON	Module 2: Delegating

DAY TWO	
MORNING	Module 3: Building Effective Teams
LUNCH	
AFTERNOON	Module 4: Managing Conflict

DAY THREE	
MORNING	Module 5: Cultivating Motivation and Engagement
LUNCH	
AFTERNOON	Module 6: Appraising Performance

DAY FOUR	
MORNING	Module 7: Diagnosing Performance Issues
LUNCH	
AFTERNOON	Module 8: Giving and Receiving Feedback

DAY FIVE	
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# Supervisor's Workshop

MORNING

Module 9: Coaching

## Learning Methods

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Individual, small-group, and large-group exercises; presentation, discussion, and case study

## Credits

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### National Association of State Boards of Accountancy (NASBA)

- Field of Study: Personal Development
- Level: Basic
- CPEs: 36

### Professional Development Units (PDUs)

- Credits: 31.5

### Continuous Learning Points (CLPs)

- Credits: 36

## Management Concepts Certificate Program Relationship

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This is an elective course in the following program(s):

- [Business Analysis and Requirements Management Master Track](#)
- [Project Management Master Track](#)
- [Agile in Government Master Track](#)
- [Program Management Certificate Program](#)

## Prerequisites

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There are no prerequisites for this course.

## Pework

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There is no prework required for this course.

## Requirements for Successful Completion

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# Supervisor's Workshop

Full (100%) attendance is expected and required. Successful completion of the course depends on full class attendance and active participation in individual and group exercises.

## Follow-On Resources

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- [HR Essentials for Government Supervisors](#)
- [From Tactical to Strategic Thinking](#)
- [Leadership Skills and Techniques](#)
- [Interpersonal Skills: Developing Effective Relationships](#)

# Supervisor's Workshop

## Ready to Enroll?



See the most recent course information and scheduled classes at this link:  
<https://www.managementconcepts.com/course/id/4723>



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