

Supervisor's Playbook

Course Number: Coaching 4790

Length: 1 Year

Primary Delivery Method: Self-study online

Course Description:

Take action with confidence and lead with purpose. Built for the realities of supervisors in public service, this resource helps you keep track of key responsibilities through a tactical, hands-on, step-by-step approach to completing supervisory tasks. The Supervisor's Playbook focuses on high-impact tasks that directly align to the broader performance outcomes, strategic objectives, strategic goals, and the overall mission of your organization. Transfer tasks from the Supervisor's Playbook to your work calendar to track weekly, quarterly, and annual tasks. Follow proven steps to lead your team effectively, maximize efficiency, and manage performance through ready-to-use tools designed for government work. Designed for real-world supervision, this resource gives you the structure, tools, and confidence to lead with purpose and meet expectations while growing in your role. The Supervisor's Playbook takes the guesswork out of supervising government employees.

Intended Audience:

New team leads, supervisors, individuals who support or train supervisors, and supervisors seeking to strengthen their skills

Anticipated Outcomes:

- Follow step-by-step instructions to complete key supervisory tasks with precision, clarity, and consistency
- Use the integrated calendar and downloadable tools to plan, track, and carry out important supervisor milestones (e.g., how to conduct team meetings, practice AI-driven supervision, etc.)
- Develop core supervisor skills to lead effectively in a government setting



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Performance Outcomes:

Performance Outcome	Weekly Tasks	Quarterly Tasks	Annual Tasks
Leadership and Setting Team Direction	<ul style="list-style-type: none"> Conduct Team and Individual Meetings Respond to Conflict Manage Stakeholder Communication 	<ul style="list-style-type: none"> Build Team Relationships 	<ul style="list-style-type: none"> Plan Performance Goals for Yourself and Your Team Practice Change Management
Work Planning and Resource Management	<ul style="list-style-type: none"> Plan and Prioritize Your Weekly Goals Assign Work and Monitor Team Progress 	<ul style="list-style-type: none"> Assess Resourcing Needs Review Processes Practice AI-Driven Supervision 	<ul style="list-style-type: none"> Conduct Annual Performance Reviews for Your Team
Performance Management and Employee Development	<ul style="list-style-type: none"> Use Data to Manage Performance 	<ul style="list-style-type: none"> Review Goals with Your Team Review Your Own Goals Leverage Data Tech Tools 	<ul style="list-style-type: none"> Plan Individual Development Goals for Yourself and Your Team Complete Your Annual Self-Assessment

Learning Methods:

- Executing key supervisor milestones
- Applying tactical guidance to accomplish supervisor tasks
- Using recommended tools and resources to lead your team, work efficiently, and manage performance

Follow-On Resources:

- [*Leadership and Management Skills for Non-Managers*](#)
- [*Leadership Skills and Techniques*](#)
- [*Supervising Employee Performance*](#)
- [*Supervisor's Workshop*](#)
- [*The New Supervisor Immersion \(NSI\) Program*](#)
- [*Individual Coaching with an Associate Level Certified Coach \(ACC\)*](#)
- [*Individual Coaching with a Professional Certified Coach \(PCC\)*](#)

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Ready to Enroll?

See the most recent information at this link:

<https://www.managementconcepts.com/training/training-topics/leadership-and-management/the-supervisors-playbook/>

