



Supervisor Skills Training Course Options

From the topic areas below, select your desired training goals. PSI can develop a custom supervisor program based on YOUR unique goals.

Teaching and Training Skills

- Finding out what your trainees know
- Preparing to teach
 - Characteristics of adult learners
 - What makes a trainer effective?
 - The difference between knowledge and performance
- Approaches to training: What works and what doesn't work?
- Developing on-the-job training skills
- The On-the-Job Training (OJT) Model
- Planning a lesson
- Becoming a better "explainer"
- Learning to "chunk" information for learning
- Validating training and certifying trainees
- Building and maintaining an ongoing training system

Relationship/Communication Skills

- Coaching to improve performance
- Giving feedback that actually makes a difference
 - Dialoging between professionals
- Listening strategies
 - Experience some common listening barriers
 - The power and potential of active listening
- "Why didn't you say that in the first place?"
 - Creating a shared context for communication
- Asking the right questions to get what you want and what you need

Task/Process Improvement Skills

- The supervisor's role in managing SQDCM (Safety, Quality, Delivery, Cost, and Morale)
- Where do standards come from?
 - Types of performance standards
 - Getting to know performance standards
 - Measuring performance to standards
- Breaking down a job: Job/task analysis
- Questioning the details
- Developing new methods and improving current ones
- Problem solving

PSI BENEFITS

- New skills are developed through accelerated learning techniques. Classroom delivery methods include activities, practice, compelling stories, customized case studies, and collaboration.
- All PSI materials can be created and facilitated in dual language (English/Spanish).
- All topics and activities can be adapted to multiple levels of learners.