



# TOTAL QUALITY ASSOCIATES

*Achieving Results through Business Excellence*

## **21st Century Supervision for Fun and Profit!**

**Goal:** To assist supervisors to fulfill their "new role" of being a "21<sup>st</sup> century supervisor" ... leading, motivating, coaching, focusing on the core processes, achieving results, maximizing associate contribution, fostering teamwork within & between functions and supporting business excellence.

### **You will:**

- Clearly learn the difference between the historical and 21st century role of supervisors.
- Understand how you can have a large impact on achieving business excellence .
- Understand the basis for effective "situational leadership" . When to do/direct/coach/support/delegate.
- Learn about the 5 slices of the Performance Excellence through People ( PEP ) Pie.
- Develop RESULTS measures for your department.
- Recognize critical success factors for leading improvement projects.
- Identify 5 to 10 specific actions to advance.



### ***Expected outcomes :***

- √ Better business results.
- √ More effective and efficient use of supervisory resources.
- √ Higher level engagement of the workforce.

**This is a highly interactive workshop for 1 or 2-days (depending on desired depth of coverage). The instructor has over 25 years of supervising and coaching supervisors.**

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Contact us for workshop structure, cost, dates and in-house options.

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