



Management Training: Management & Supervisory Skills

When our clients use The PAR Group's training programs to improve the skill of their managers and supervisors, they achieve these results:

1. Managers and supervisors who are measurably more skillful at the interpersonal communication and influence skills necessary to effectively lead, motivate, coach, and deal with conflict and other personnel issues.
2. Measurable business results directly linked to the execution of these skills.
3. Improved initiative, teamwork, cooperation and execution throughout the ranks.

Skilled managers and supervisors are people who are highly capable of getting things done with or through others. There is more to it than good ideas or an ability to "get along." You probably know people with good ideas who can't get them enacted and people who "get along" but don't get things done. Manager's need strong leadership and influencing skills as well. These skills...

- Cause people to listen to you, really listen.
- Establish rapport and give you credibility.
- Allow you to analyze the situation quickly and accurately.
- Cause "connection" or alignment between people's motives and work results.
- Overcome problems, resistance.
- Gain buy-in, support and commitment.

Then, commitment drives concrete action. Things happen. People persist. Work gets done and results are clearly achieved.

Our award-winning leadership and management training program, [Leadership and Teamwork \(Links back to Leadership & Training page in programming section\)](#), trains these skills step by step. Use this program in conjunction with a booklet for managers called *Leading People for Quality Results* which shows them how to directly apply the above interpersonal skills to these fourteen common work practices:

- Coach job-related skills.
- Evaluate employee performance.
- Provide corrective feedback.
- Uncover what motivates employees and build on that to improve performance.
- Delegate effectively.
- Give clear and concise directions to guide performance.
- Deal with employee complaints.
- Encourage average performers to higher levels of performance.
- Maintain the high standards of performance of superior employees.
- Help employees live within the rules.
- Prepare and conduct effective meetings.
- Praise performance in a genuine and effective manner.
- Support employees when personal problems affect performance.
- Establish effective working relationships with senior managers.