

Module 1: Introduction

Before the Course



Prepared Flip Chart 1: Welcome/Workshop Title

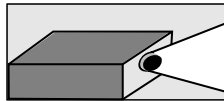
Post the welcome flip chart at the front of the room.

Place the following materials at each participant's place:

- Pad of paper and pencil
- Tent card and markers

Greet participants as they arrive.

Workshop Introduction (15 minutes)



PPT 1: Workshop Title

Show PPT 1 and welcome participants to Stepping Up: A Road Map for New Supervisors.

Introduce yourself by stating:

- Your name
- Position/title
- Years of service/experience
- Why you are credible to facilitate a workshop on being a supervisor

Ask participants any of the questions listed below, depending on the makeup of the group.

Have participants answer by raising their hands.

- Q How many of you are new supervisors?
- Q How many of you will soon be new supervisors?
- Q How many of you are seriously thinking of becoming a supervisor?

Accept participant responses and congratulate them for taking on this important role in their organizations.

Summarize by making the following points:

- Becoming a supervisor is a big step. Many employees turn down promotions to become supervisors or feel unprepared for their new responsibilities.
- Within the first eighteen months on the job, 40 percent of all new supervisors fail by being fired, voluntarily bowing out of the position, or receiving a poor review.
- That leaves 60 percent of new supervisors who are successful. They make it, and so can you, if you are the right fit for the job, can cope with the challenge, and are willing to learn.

Facilitator Note. Here are the references for the above statements:

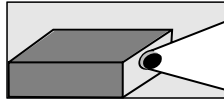
- Manchester Inc. (2005). 1998 *retention & staffing survey*. Presented at New Supervisors—Five Issues, Management Summit, Columbia State Community College, Workforce Development Programs.
- Marone, M., & Blauth, C. (2005). *Stepping up to supervision: Always a big adjustment, now a major challenge*. Achieve Global Website Research Article, pp. 1–9.

Explain the purpose of this workshop by making the following points:

- Your first step in becoming a supervisor is to learn what it means to be a supervisor, what a supervisor does, and what knowledge and skills successful supervisors need to have.
- Your next step is to assess your current knowledge and skill level as a supervisor.
- And most importantly, you need a “road map” showing you how to build up your supervisory knowledge and skills to make you one of the 60 percent of new supervisors who are successful.

- This course “Stepping Up: A Road Map for New Supervisors,” is designed specifically for people like you—newly appointed supervisors or people who are about to become supervisors.

State that you will now look at the specific objectives of the workshop to see what the participants are going to accomplish.



PPT 2: Workshop Objectives

Show PPT 2 and review the objectives.



Prepared Flip Chart 2: Workshop Agenda

Review the workshop agenda.

Discuss housekeeping details:

- Timing
- Breaks, lunch

Explain that it is necessary to have a set of norms (ground rules) that help ensure that everyone can participate.

Q What are some specific behaviors we can all agree to follow during this course that will make it a productive and enjoyable experience?

A Probe for the following ideas and record them on a flip chart:

- Listen to others; don't cut anyone off.
- Stay committed to learning.
- Participate fully in teamwork and activities.
- Accept different opinions.
- Respect confidentiality.
- Have fun!

Hand out Participant Workbooks and explain that the workbook contains an outline and examples of the workshop content, lots of room for note-taking, and instructions and forms for all the workshop activities.

State that, before getting into the content of the workshop, you would like participants to introduce themselves to the group by giving their names and where they work.

Have participants introduce themselves.

Conclude this module by making the following point:

- During the rest of this workshop, we will be exploring what it means to be a supervisor. Some of it will feel uncomfortable because it is new. However, the rewards of becoming a successful supervisor will be worth the effort you make in overcoming these feelings.

Link to the next module by making the following point:

- We will begin by looking at what a supervisor is.

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