



**Jump-start the Success of First-time Supervisors and Managers.** Prepare first-time supervisors and management trainees for success. Learn the foundational and critical problem-solving, communicating, and coaching skills necessary to start out strong as a new manager in any functional area. Gain the knowledge, skills, and tools needed to keep team members motivated, hold them accountable, and coach to top performance. Participants leave armed with insights and skills to help them fully understand the breadth and depth of their new responsibilities and successfully transition to their new role as a team leader.

Our proprietary models and straightforward frameworks allow client-specific customization while retaining the integrity of our proven content. Carew facilitators create magic in the classroom by leveraging a variety of engaging learning strategies and modalities to educate, motivate and inspire. Participants receive highly relevant, immediately usable, and memorable training that profoundly impacts their skills, attitude, relationships, and success.

## What You'll Learn



### Self-Awareness

Participants complete an in-depth Leadership Assessment to gain insight into their own style, strengths, and weaknesses. Learn the general expectations of a supervisor and how they differ from an individual contributor. Discuss common management myths vs. reality. Discover the interpersonal, technical, and business acumen required to start strong and succeed, and objectively assess your personal readiness to take on the supervisory challenge.



### Team Dynamics

Identify the characteristics of an exceptional team and develop the standards and norms to transform a group of individuals into a cohesive team. Learn how to set the stage for accountability, create communication channels, and identify “pinch points” before they become problems.



### Coaching for Performance Improvement

Understand how to identify opportunities to improve performance through coaching. Learn a proven communication model for delivering performance feedback and coaching. Master delivering specific, prescriptive, and actionable feedback focused on the behaviors required to achieve desired outcomes.

More →



## Conflict Resolution

Master a simple, defined, and repeatable communication process to achieve an intellectual and empathetic understanding of the basis for a conflict, varying perspectives, and challenges. Learn to handle objections in a way that overcomes resistance, diffuses anger, and collaboratively uncovers solutions for moving forward. This proven model resolves conflict while building trust, credibility, and rapport.



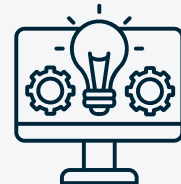
## Program Benefits

- Increased revenue and profit
- Increased sales productivity
- Common language, process
- Employee retention, growth
- Improved talent acquisition
- Increased organization alignment



## Program Highlights

- Client-specific customization
- Proprietary process models
- Videotaped skills practice
- Energy, interaction, fun
- Participant Certification



## Reinforcement

- Personalized Smart Room
- Online LMS
- Thought Leadership
- Alumni Community Forums



## Who Should Attend

- Graduates of DPS®
- New and Emerging Supervisors and Managers



## Delivery Options

- Live Onsite Instructor-led
- Live Virtual Instructor-led
- Custom Onsite/Virtual Blend
- Train-the-Trainer Certification



## Program Duration

- Onsite: 2.0 days
- Virtual: 4.0 days | Two 2.5 hr. sessions/day