



**Cost:290**

**Supervisor's Toolkit** has been specifically designed to meet the needs of the facilities management professional. It is a structured, open-ended, and pragmatic approach to developing supervisors. It is not so much a teaching program as a development process, designed to help supervisors realize both personal and professional growth. The program has been newly designed as a full three days of training.

**Course Description:**

***Module 1: Supervision, What Is It?***

Learn to define effective facilities supervision; identify the roles and responsibilities of supervisors; and understand four key functions of supervision.

***Module 2: It's More Than "Adminis-trivia."***

Learn to understand the supervisor's role in administering organizational policy and procedures; recognize the legal considerations in the facilities environment; and gain an awareness of resource management.

***Module 3: Communication, Let's Talk!***

Identify barriers to effective communication; demonstrate communication skills; and understand your role in the communication process.

***Module 4: If It Weren't for the People.***

Understand the importance of developing and maintaining effective relationships with others in the workplace; examine the different types of relationships that exist in the workplace; and identify strategies and skills for improving relationships with others.

***Module 5: Motivation and Performance.***

Identify methods of training and developing employees; ascertain methods of positive reinforcement; and understand the importance of performance management and evaluation.

***Module 6: Customer Service Triangle.***

Learn to create a basic understanding of the three major aspects of customer service process, experience, and recovery; examine the role of the supervisor in customer service; and help participants identify areas for improvement in service delivery in their organizations.

***Module 7: Leadership Tools for Success.***

Master techniques to understand critical elements of leadership; transition from managing, to managing and leading; and understand your own preferred leadership style.

**Hotel Information:**

You will need to book your hotel separately from event registration.

- **Fairfield Inn Concord for 119.00 USD per night – Last Day to Book: Sunday, October 13, 2024**

[Book your group rate for APPA Tool Kit](#)