



Supervisor Boot Camp

This 6-hour workshop will be delivered virtually over two days!

September 20 & 21, 2023 | 9:30am-12:30pm (both days)

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DESCRIPTION: Despite our organization's best intention, we often find ourselves in a position where we've promoted a promising new leader, but don't have the time or resources to provide them the necessary supervisor training. They are fantastic at their jobs (hence the well-deserved promotion). However, this doesn't always translate into providing the tools needed to tackle their new assignment - managing their team. This training will cover a wide variety of topics for supervisors, with the ultimate goal of equipping them with the necessary tools to be successful in their role.

Learning Objectives:

- Communication techniques, including active listening skills and tools to help you modify your communication style based on the audience and the situation.
- The basics of communication, respect, and trust in the workplace.
- How to approach common issues that new supervisors face – such as being promoted from within, "inheriting" a problem from a previous supervisor, and how to avoid being viewed as a micromanager.
- Setting expectations for your team and how to reinforce those expectations if staff are not achieving them.
- The difference between feedback, coaching, and counseling - the various techniques for each of these tools and in what context to apply them.
- Having a difficult conversation with your employee, and what you should document after the fact.
- Overview of the performance evaluation process and how to provide necessary feedback to your team.

AUDIENCE: New or upcoming supervisors, and seasoned supervisors seeking a refresher (WCRP members only).
Registration Required.

REGISTRATION CAP: Limited to 30 attendees.

VIRTUAL WORKSHOP EXPECTATIONS:

- This workshop is composed of two 3-hour sessions, requiring attendance both days.
- There is a high level of participation and interaction, therefore, attendees will need to join from devices with camera, microphone, and chat capabilities.
- Group attendance is not permitted for this workshop due to the interactive nature. Attendees will need to sign into the virtual event from their own devices individually.
- This workshop will not be recorded, and recording is not permitted.

REGISTRATION & FEES: This workshop is available to WCRP members only, at no charge. Attendees must pre-register to attend. **\$25 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the workshop or if the attendee does not attend both days.** To learn more, visit [WCRP's Registration and Fees, Invoicing and Cancellation Procedures](#) webpage.

Attendees must pre-register to attend. Register online at www.wcrp.info: Hover over the Member Services tab and click on Training to access the list of current offerings. The online registration form is accessible under each training title; select the link to be directed to the WCRP Events & Training Online Registration Form, then carefully select the event you wish to attend and complete the online form. A waitlist will be enabled when a specific training is full and we encourage you to sign up in the event of a cancellation.

QUESTIONS?

Contact the WCRP Member Services team: MemberServices@wcrp.wa.gov or (360) 292-4490