

## Certified Professional Supervisor (CPS)®

### Course Outline & Module Information



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#### What Modules are covered?

##### Module 1 – Foundation

- 1) Pre-assignment review
- 2) Making the transition
- 3) Responsibilities of a supervisor
- 4) Setting goals
- 5) Planning for success
- 6) Listening skills
- 7) Asking questions
- 8) Giving feedback
- 9) Ask for what you want
- 10) Giving instructions
- 11) Orders, requests, and suggestions
- 12) Managing conflict
- 13) Dealing with difficult employees
- 14) Dealing with others
- 15) The reciprocal quality of relationships

##### Module 2 – Supervisor Professional

- 1) Adjusting to your role
- 2) A supervisor's responsibilities
- 3) Making plans
- 4) Setting goals
- 5) Leadership
- 6) The Situational Leadership model
- 7) Problem employees
- 8) Synergy
- 9) Trust
- 10) Team development
- 11) Communication skills
- 12) The communication process
- 13) Motivation
- 14) Orientation
- 15) Training
- 16) Providing feedback
- 17) Delegation
- 18) Dealing with conflict
- 19) Discipline

##### Module 3 – Performance Management

- 1) The shared management model
- 2) Setting goals
- 3) Phase I (Preparation)
- 4) Phase II (Activation)
- 5) Phase III (Ongoing and Formal Evaluation)

##### Module 4 – Delegation

- 1) Why delegate? What is delegation?
- 2) Pre-assignment review
- 3) Picking the right person
- 4) The delegation meeting
- 5) Giving instructions
- 6) Monitoring delegation
- 7) Practicing delegation
- 8) Giving feedback
- 9) Becoming a good delegator

##### Module 5 – Coaching

- 1) Defining coaching
- 2) The two schools of coaches
- 3) Five critical coaching skills
- 4) Communications skills
- 5) Non-verbal communication
- 6) Johari Windows
- 7) Learning styles and principles
- 8) Methods of feedback
- 9) Benefits/consequences approach
- 10) Dealing with problem employees
- 11) When not to coach

##### Module 6 – Leadership Skills for Supervisors

- 1) Managing your time and energy
- 2) What makes a good leader?
- 3) Communication as a leadership tool
- 4) The commitment curve
- 5) Employee development models
- 6) Dealing with conflict and difficult issues
- 7) What successful leaders do

##### Module 7 – Conference and Event Management

- 1) Event planning essentials
- 2) Budgeting basics and managing contracts
- 3) Using the committee approach
- 4) Connecting with partners and sponsors
- 5) Advertising and marketing
- 6) Selecting the venue
- 7) Feeding the masses and business etiquette
- 8) Celebrating diversity
- 9) Selecting speakers and a master of ceremonies
- 10) Adding the finishing touches
- 11) Event day roles
- 12) Closing the event and gathering feedback

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- 15) The reciprocal quality of relationships
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- 18) Making plans
- 19) Setting goals
- 20) Leadership

- 21) The Situational Leadership model
- 22) Problem employees
- 23) Synergy
- 24) Trust
- 25) Team development
- 26) Communication skills
- 27) The communication process
- 28) Motivation
- 29) Orientation
- 30) Training
- 31) Providing feedback
- 32) Delegation
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- 34) Discipline
- 35) The shared management model
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