

# The Supervisor's Role as Trainer & Coach

Learn how the right training and coaching from you can send your team's productivity through the roof!

*A New  
One-day  
Seminar*

## Training and coaching are some of the most important roles you perform as a supervisor.

Superior knowledge and experience don't always translate into the ability to teach others. And though the role of trainer is one of the most important duties you fill as a supervisor, there's a good chance you've never had any training in it. It's perfectly normal—despite being a crucial part of your job, a manager's role as teacher is often overlooked.

### Effective training + good coaching = A more effective staff

People learn in different ways—what works for some will have no effect at all on others. And that creates a problem for you when it comes to training them. But you've got a ton of great experience to share—it would be a shame not to utilize that knowledge. That's where *The Supervisor's Role as Trainer & Coach* comes in. You'll learn how to:

- Make on-the-job training super effective
- Know when training is the answer and when it is not
- Follow up with employees to make sure new knowledge is being applied
- And more!

This fun and entertaining one-day seminar will give you the strategies you need to share your knowledge and experience with your staff, making them more effective right away. Don't wait, sign up now!

### What professionals just like you are saying about *The Supervisor's Role as Trainer & Coach ...*

*"It was definitely worth my time!"*  
—S. Nelson

*"Excellent content, the trainer was wonderful and used many examples we could understand."*  
—L. Dorry

*"The seminar was informative and gave me some good ideas on how to improve."*  
—A. Bediako

*"The trainer was knowledgeable and interesting, really kept my attention."*  
—M. Brown

*"It was a great thought-provoking session with tons of good information."*  
—A. Houdt

*"Great hands-on training that I'll really be able to use."*  
—S. Marion

See back for the complete seminar outline.

Enroll on-line at [NationalSeminarsTraining.com/SRTR](http://NationalSeminarsTraining.com/SRTR) or call **1-800-258-7246**.

# Your Course Agenda

Program hours: 9 a.m. to 4 p.m. | Registration begins at 8:15 a.m.

## The Supervisor's Role as Teacher

- The most common teaching mistakes most supervisors are making today!
- Does your on-the-job training feel like discipline or helpful learning? How to recognize the difference
- Have you been crystal clear or clear as mud? Top techniques for improving clarity
- How do you know that your employees understand what you've taught them?
- Training reinforcement: How much is too much? How little is too little?

## The Fundamentals of Training

- The role of training—how improved skills on your part lead to improved performance from your employees
- Spotting areas of weakness in your staff—and how to design training to address it
- Common barriers to learning and how to get around them
- Different learning styles and how to adjust your training to each person
- 4 motivation killers to avoid at all costs

## Training and Coaching 101: Your Role as a Supervisor

- Why coaching is more important than ever in today's diverse workplace
- The role training plays as both a management skill and a management style
- Sharing your experiences: How your successes and mistakes benefit your team
- When to handle the training and when to delegate it to someone else
- Seamlessly integrating tutoring into your current management style

## Providing Effective Feedback

- The real purpose of feedback: Helping your staff understand where they stand in relation to expected results
- Getting your point across: Sharing information and observations in a way that will get results
- 5 strategies for criticizing in a constructive, rather than destructive, manner
- How to gently criticize sensitive or easily discouraged team members

## Engaging Your Staff—Keeping Them Interested and Motivated During Training

- Building emotional connections between your employees and training opportunities
- Finding personal motivators: 5 tips for engaging less-than-enthusiastic employees
- 3 tips for improving employee buy-in
- Creating tangible and measurable rewards for training and coaching

## Encouraging Continuing Learning and Skill Development

- 3 ways to make sure your staff understands not just the how, but the why of continuing education
- How-to's for setting clear learning objectives
- Measuring skill development in your staff
- Encouraging an environment of continued learning and improvement

## Dealing With Reluctant Learners

- Expert strategies for overcoming reluctant learners
- 4 ways to deal with a know-it-all
- Redirecting the attention of participants who are daydreaming
- How to establish and maintain control of a coaching session

## 5 Reasons Why You Should Attend This Training

1. Become a confident, respected leader in your organization
2. Get your questions answered by an expert who has real-world experience
3. Return to work energized with a new perspective after getting away from the office
4. Grow your network with the new people you'll meet at the workshop
5. Participate in interactive sessions so you remember more of what you learn