

Title: CRM*learning*: After All, You're the Supervisor!

Production Company: CRM*learning*

Reorder Information:

CRM Learning
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Length: VHS (20:41 minutes)

VHS (17:58 minutes)

Synopsis:

Material Included:

- VHS (20:41 minutes)
- VHS (17:58 minutes) – Revised Edition, Discussion Segments
- CD-ROM – PowerPoint Presentation (25-slides)
- Participant Workbook with CD-ROM
- 53 cards (4 laminated)

The VHSs, cards, workbooks and CD-ROM include the many roles and tasks of the Supervisor:

- Acknowledge Your New Rule
- Plan and Prioritize Team Tasks
- Being Accessible to the Team
- Encourage Teamwork
- Model Proper Attitudes and Behaviors
- Directing Problem Solving
- Follow-ups on Delegated Tasks
- Communication Downward and Upward
- Steps to Discipline Effectively
- Provide Praise and Recognition

The 25-slide PowerPoint Presentation elaborates further in detail on these 10 most critical tasks of a Supervisor. The Participant Workbook is 12 pages in length containing several fun exercises for participants to complete. Reproducing these pages and dispersing them is a great way to get participants involved. They are asked what they think are a supervisor's most critical tasks. Acting as a supervisor and given a situation, how should they act appropriately? How involved should the supervisor get with their team on a personal and professional level? Why or why not? Exercises for participants to practice prioritizing, delegating tasks, and performing follow-ups for a given situation are also included in the workbook. Participants will learn how to

inspire positive changes in team members and then how to use a philosophy of positive discipline. Also, included is a Participant Workbook CD-ROM.