SDI
SUPERVISORY DEVELOPMENT INSTITUTE

…a unique program that converts "doers" into leaders …

2023

PROGRAM OVERVIEW

WCI
Leadership For Employers

SUPERVISORY DEVELOPMENT INSTITUTE (SDI) PROGRAM OUTLINE

SDI-1:
DEVELOPING PEOPLE SKILLS

- Personal Leadership (PDP ProScan)
- The Roles and Responsibilities of Leading
- Situational Leadership
- Effective Communications
- Motivating for Performance
- Difficult People & Conflict Resolution

SDI-2:
DEVELOPING PERSONAL MANAGEMENT SKILLS

- Performance Management Through Coaching
- Adult Learning
- Time Management & Organizational Skills
- Goal Setting
- Delegating
- Stress Management

SDI-3:
DEVELOPING LEADERSHIP SKILLS

- Effective Leadership Practices
- Leading Teams
- Building Trust
- Leading Workforce Diversity
- Violence, Harassment, and Bullying in the Workplace
- Effective Hiring in a Social Media World

SDI-4:
DEVELOPING STRATEGIC MANAGEMENT SKILLS

- Employment Law Review
- Leading Change Management
- Strategic Planning
- Project Management
- Emotional Intelligence & Business Ethics
- Leadership Legacy

Each course is scheduled to meet for a half-day session, once a week, for 6 consecutive weeks. Public and on-site classes available.

SDI-1: DEVELOPING PEOPLE SKILLS

> *Participants focus on their own basic skills and how to apply these as a supervisor. The course focuses on the supervisor and emphasizes learning and practicing techniques to improve effective interaction with subordinates, co-workers and management.*

Module One: Personal Leadership (PDP ProScan©)

Understanding how to lead yourself is an integral first step in leading others. This session begins with the PDP ProScan, one of the most advanced instruments available, to assess a person's basic and preferred work styles, how to use their energy most effectively and recognizing how one reacts under stress. The focus is on strengths and motivators to help create environments and relationships that improve energy, morale, and productivity.

Module Two: The Roles and Responsibilities of Leading

The transition from becoming a good employee to an effective leader can be a difficult one. Using a leadership profile assessment, a skill shift exercise, case studies, along with analyzing the traits of great leaders and how to implement them, this session builds leadership awareness and the basic skills to make that transition a reality.

Module Three: Situational Leadership

Using a proven leadership model known as Situational Leadership, participants develop an understanding of how to develop their own, effective leadership style. Participants will learn how to recognize employee readiness (based on demonstrated willingness, confidence, and ability) and how to use the most appropriate leadership style to maximize performance.

Module Four: Effective Communications

Developing effective communication skills is the cornerstone of every great leader. Through various communication exercises, assessments, and technique analysis, this session will enhance the participant's ability with directive & supportive communication, boost interpersonal communication skills, as well as how to become a better active listener.

Module Five: Motivating for Performance

Understanding how to motivate employees for peak performance and productivity is a vital skill every leader must learn. Through cross-generational analysis and discussion, case studies and self-assessments, this session goes beyond conventional motivation theories to explore methods that create sustainable, self-motivating environments for both leaders and their teams.

Module Six: Difficult People and Conflict Resolution

Often, a leader's ability to navigate difficult people and conflict can be the difference between professional stagnation and going to the next level— not to mention the overall toll on the bottom line for a business. Through role-play, case studies and resolution models, this session will help participants to recognize and address different types of conflict, as well as empower them with the necessary tools to bring positive resolutions.

SDI-2: DEVELOPING PERSONAL MANAGEMENT SKILLS

Participants focus on the management skills that all supervisors need: effective problem solving, decision-making, time management and clearly communicating their own and the company's performance expectations.

Module One: Performance Management Through Coaching
A leader's ability to manage their employees' performance can help set the direction for an entire department or business. Participants are shown how their opinions and expectations of an employee can affect his/her ability to coach that employee in improving performance. Through self-assessment, small group exercises, and proactive techniques, participants will learn how to enhance their abilities to set clear expectations, provide ongoing coaching, and recognize and evaluate performance, to create high-functioning, productive employees and teams.

Module Two: Adult Learning
One of the keys to leading is in understanding different learning styles. This session will assist participants in understanding the different assumptions and characteristics of adult learning, how to motivate adult learners differently, and how to put these theories into practice. They will also examine their own learning styles and how to implement different strategies to improve delivery and retention with their own teams.

Module Three: Time Management and Organizational Skills
Attaining key goals, increasing productivity, improving work-life balance, and even having healthy stress levels are all dependent on a leader's ability to manage their time well. Using self-assessment tools and group exercises, this session will enable participants to honestly evaluate how they spend their time, learn valuable prioritization techniques and proactively organize their time and energy wisely in a multi-tasking world.

Module Four: Goal Setting
Statistics show us that the chances of achieving your goals increases tremendously with just a few simple steps. So why do we still struggle with accomplishing what we want to do? This session is a deep-dive into the world of goal setting— from how to write effective goal statements to how to integrate various goals across an entire organization to developing specific methods on aligning performance for yourself and others. Utilizing honest self-assessments and case studies, participants will be empowered to lead in a brand-new way— one goal at a time.

Module Five: Delegation
Learning to delegate can be a complex hurdle for many leaders. Yet, the potential benefits and growth from delegating well has significant positive potential for every organization. By utilizing case studies, role play, self-assessments and strategic planning exercises, participants will learn what to delegate (and what NOT to), how to select the right person, and how to empower and strengthen their teams through effective delegation.

Module Six: Stress Management
In the fast-paced world we all live in, unhealthy amounts of stress can originate from multiple areas— especially the workplace. This session helps participants recognize not only the sources of unhealthy stress and the dangers of getting caught in the stress cycle, but empowers them with tools to help manage and navigate stress to become the healthiest version of themselves— personally and professionally.

SDI-3: DEVELOPING LEADERSHIP SKILLS

> *Participants learn the importance of moving from leading their work group to leading their team. The course focuses on how leaders function effectively within a constantly changing business environment, how to manage diversity, and the effectiveness of developing and building teams within the organization.*

Module One: Effective Leadership Practices

Learning how to effectively lead is critical for long-term success in today's business environment. Through a personal leadership style survey, group exercises, and exploring myths, developmental processes, and best-practice qualities of superior leaders, this session will guide participants in how to go beyond managing to apply key leadership practices for their teams and organizations.

Module Two: Leading Teams

Understanding how to navigate the complex dynamics of transforming a group of employees into a high-performance team can propel any organization with a strong, competitive edge. Using video examples, group exercises and case studies, along with application of the Situational Leadership model, participants will learn not only how to form and develop teams, but how to create sustainable, problem-solving, and productive teams in any environment.

Module Three: Building Trust

In every organizational setting, trust plays a critical role that dramatically impacts performance and effectiveness— it is the single greatest value in the leadership equation. Through group role-play exercises, self-assessments, and video examples, this session helps participants understand the full value of trust— how to evaluate current trust levels, how to develop and demonstrate it, recognize barriers and pitfalls, as well as cultivate long-term, healthy, trust-anchored environments.

Module Four: Leading Workforce Diversity

Today's workforce is more diverse than ever. Leaders who understand how to effectively lead in this environment will be poised to create the greatest impact for their organizations. Through a practical, in-depth exploration of what diversity is and isn't, group exercise, and individual assessments, this session will help participants learn the value and challenges of a diverse workforce, as well as understand their role to implement best practices in leading a diverse culture.

Module Five: Violence, Harassment, & Bullying in the Workplace

Creating a healthy workplace culture demands that every leader grow in their ability to combat violence, harassment, and bullying in their organization. Through candid discussion, assessment exercises, and role-play, this session guides participants through practical, proactive steps for prevention, detection, and tools for addressing and resolving these unwelcome workplace behaviors.

Module Six: Effective Hiring In a Social Media World

Being able to identify and recruit the most qualified candidates for your organization is an invaluable skill for any leader's toolkit— leading the people on your team starts with learning how to hire the best people. In this session, using practical techniques, video examples and role-play, participants will learn how to efficiently process resumes, identify critical competencies, explore how to conduct an effective, behavior-based interview, objectively evaluate a candidate's responses, avoid dangerous legal pitfalls during the interview process, as well as a review of the issues, impacts and concerns that social media plays in securing your successful workforce.

SDI-4: DEVELOPING STRATEGIC MANAGEMENT SKILLS

Participants learn how to deal effectively with advanced leadership topics such as employment law, union avoidance, leading change, strategic planning, project management, and emotional intelligence and business ethics. The program ends with assisting each participant with their leadership legacy.

Module One: Employment Law Review: Due Process

Understanding the basics of employment law gives a leader the ability to not only avoid complex potential litigation for themselves and their employer, but also positions them to more effectively handle a variety of workplace situations. Through role-play, case studies and group exercises, this session focuses on employment law to help participants better understand Workers' Compensation, the FLSA, safety issues, and other pertinent areas of growing litigation concern.

Module Two: Leading Change Management

As the saying goes, "change is here to stay." Organizations and leaders who learn how to embrace and lead change will be those who not only survive, but thrive in today's high-pace business environment. Through paradigm analysis, video examples, and practical application, this session will help participants navigate and understand the change cycle, break through myths and discover the true nature of change, as well as arm them with the skills necessary to lead change in their own workplace.

Module Three: Strategic Planning

Developing strategic planning skills can assist leaders not only in their current areas of responsibility and influence, but prepare them for future professional growth. Through group exercises and personal assessments, participants will learn the benefits of strategic planning, how to recognize the evolution of their organization, how to develop their own vision statement, how to perform a SWOT analysis, as well as various strategic planning theories and how to best put them into practice in their everyday responsibilities.

Module Four: Project Management

As leaders continue to develop and mature in their careers, project management skills become invaluable to a successful future. Through case studies and group exercises, this session will guide participants through the fundamental project management tools to launch and lead projects, as well as the behavioral skills to navigate their teams, schedules, risks and resources to produce positive results in their organizations.

Module Five: Emotional Intelligence & Business Ethics

This session focuses on emotional intelligence and business ethics— two cornerstone leadership topics. Using personal assessments and group exercises, this session will provide participants understanding of the critical importance of each of these areas, tools to improve emotionally intelligent and ethical decisions in the workplace, as well as how these areas practically apply to their professional and personal lives.

Module Six: Leadership Legacy

The 24th and final session in the SDI program focuses on assisting participants in developing a sense of the long term effect they have on the people they lead in their leadership career. The very first module in the program gave them a very vivid picture of who they are as an individual person. As the last development point, this session covers the topics and tools for them to develop their "legacy" - how do they want to be remembered and the tools and talents they have shared with the people they have helped "*pack their parachutes*".

PROGRAM TESTIMONIALS

"All of our people have really enjoyed participating in the classes and have found a lot of value in the lessons learned - lessons they can apply both at work and outside. They've been enthusiastic about what they've been learning as well!"

- HR Manager, Health Care Facility

"We have seen remarkable improvement in our leadership team- they are actually working with each other and their employees "

- HR Manager, Manufacturing Plant

"We hear our supervisors talking about the classes on the plant floor repeatedly- they are definitely using it- good return on investment."

- HR Manager, Manufacturing Facility

"Best leadership training in Western North Carolina. We couldn't have grown like we have had we not had this development of our leaders."

- VP of Production, Manufacturing Facility

"Their time in your program have made them more approachable and concerned about productivity."

- VP of Production, Entertainment Facility

"The materials used were very appropriate and your personal stories brought them all to life. Your cheerful personality along with your down to earth teaching style resonated well with our folks. I think it helped hold everyone's attention as well in helping with the groups participation."

- HR Manager, Furniture Manufacturer

Do you have to take the modules in order?

To maximize the effectiveness of each module and level of the program, we recommend the order outlined in this booklet. However, special considerations can be made on an individual basis.

Is WCI membership required?

Although the SDI program is available to all business and organizations, members of WCI receive significant discounts on training, as well as a number of other benefits to help you succeed. Contact us today (800-621-2685) to see how WCI membership can take you to the next level!

How long is each module?

Each module is designed for a half-day (approximately 3.5 hours). Each of the 4 (four) levels in the program consist of 6 (six) half-day modules that occur weekly for six (6) consecutive weeks.

Where does training take place?

The SDI program currently offers open enrollment classes in the Hickory and Asheville areas throughout the year. On-site training at your business is also available.

Can the program be customized for my business?

Yes! Although the content of each module would remain the same, we can bring the SDI program on-site to your business and customize it to best fit your specific needs and schedule.

When are classes offered and how can I register?

Open-enrollment classes are offered continuously throughout the year. Online registration and the most up-to-date schedule can be found on our website: **www.wciinc.org**. For on-site training at your location, please contact us directly for availability and scheduling.

PROGRAM INSTRUCTORS

WCI
Leadership
For Employers
www.wciinc.org

Terry Childers, SPHR
Regional Manager
tchilders@wciinc.org

800.621.2685
Cell: 828.413.7899
Fax: 828.874.1700

One Town Square Blvd, Suite 100 • Asheville, NC 28803-5013

GINA BUMGARNER
gbumgarner@wciinc.org

KIT ROBERTS
kroberts@wciinc.org