

Welcome to ASTD's Creating New Supervisors Training ONLINE Certificate Program

Course Objectives

The overall goal for the Creating New Supervisors Training Certificate Program is to provide you with practical tips, tools, and techniques for designing effective training programs for new front-line supervisors in your organization. By the end of the course you will be able to

- Recognize the qualities of excellent supervisors
- Identify the top 10 mistakes made by new supervisors
- Align new supervisor skill gaps with appropriate competencies
- Identify the information needed (data and data sources) to guide instructional decisions
- Prioritize learning needs
- Compare and contrast the appropriateness of different training approaches for new supervisor training
- Select instructional methods and techniques that best match the learning outcome
- Use best practices to guide instructional design
- Provide effective coaching training to new supervisors
- Share an approach for training feedback skills
- Share strategies for motivating team members
- Plan ways to provide ongoing support to new supervisors
- Plan steps for a successful program rollout
- Describe methods for evaluating training results

Table of Contents

Session 1: Specifying Learning Outcomes	<u>page</u>
Qualities of excellent supervisors	1.2
Supervisor competencies	1.3
Top ten mistakes made by new supervisors.....	1.4
Skill gaps of new supervisors	1.7
Assessing organization needs	1.11
Optional extended learning opportunities.....	1.14
References.....	1.16
Session 2: Determine Content and Methods	
Session 1 Review	2.2
Prioritizing learning needs	2.4
Instructional Methods	2.10
Different Training Approaches	2.15
Best Instructional Practices.....	2.21
Design a New Supervisor Training Module	2.25
Training Program Planning Map	2.26
Optional extended learning opportunities.....	2.31
References.....	2.32
Session 3: Achieve Results in the Workplace	
Workplace Results Research	3.3
Developing Coaching Skills	3.4
Guidelines for Effective Coaching	3.7
Effective Feedback.....	3.11
Motivating Employees	3.12
Providing Ongoing Support to New Supervisors	3.16

Design a New Supervisor Training Module	3.21
Training Program Roll Out	3.22
Evaluating and Improving New Supervisor Training	3.24
Design a New Supervisor Training Module	3.21
Optional extended learning activity	3.26
References.....	3.27

For more information, contact ASTD Customer Care at 1.800.628.2783 or 1.703.683.8100
Email: customercare@astd.org
(Monday – Friday 8 a.m. to 6 p.m. EST)