**Deborah’s Place Supervisor's Development Program**

The Supervisor's Development Program (SDP) provides new and experienced supervisors in depth training and practice in skills and knowledge essential to successfully manage a team at Deborah’s Place. Modules include:

**MODULE 1: Effective communication**

* Communication styles in the supervision context (supervisor/supervisee)
* Conflict management
* Meeting facilitation

This course will explore communication fundamentals and includes the following considerations: verbal, non-verbal, cultural, proximity and gender. Course topics will incorporate: the basic communication model; the role of the sender and the receiver; the process of encoding and decoding; and the value of the message sent. Finally, participants will learn how to use active listening and assertive communication at work effectively.

At completion of the course, participants will be able to:

* interact with staff in an effective and appropriate manner;
* identify when to use informal / formal communication styles;
* recognize techniques in written communication to achieve greater results;
* demonstrate effective communication and listening skills to obtain positive and constructive feedback; and
* recognize individual communication styles in conflict situations, and learn appropriate responses to resolve conflicts

**MODULE 2: Performance management – helping people succeed**

* Creating and monitoring Individual Development Plans

**MODULE 3: Emotional Intelligence in the supervision setting -** the ability to understand other people, what motivates them and how to work cooperatively with them

* Understanding and managing emotions
* Managing difficult conversations
* **MODULE 4: Supervision 101 – back to basics**
* Hiring process
* Performance management processes
* Disciplinary processes including documentation
* Employment laws related to hiring and firing
* ADA – what is it, how does it apply at Deborah’s Place
* Effective Prioritizing of tasks and time
* Excel and other computer skills