



PSIA-Rocky Mountain-AASI



Supervisor Workshop Agenda

This workshop is designed to provide skills and information to speed up and ease the transition from an individual contributor to a supervisor / manager / leadership role.

Day 1

9am – Noon, 1pm – 4pm

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|---|------------|
| Intro | 30 Minutes |
| <ul style="list-style-type: none">Name, position, why are you hereWho I am | |
| Lego Building Exercise | 1 Hour |
| <ul style="list-style-type: none">CommunicationLeadership | |
| Defining a Leader | 30 Minutes |
| <ul style="list-style-type: none">Key leadership attributes?Are leaders born or made?Rider & ElephantAuthentic leadership4 Cores of Credibility | |
| Adapting a Supervisor Mindset | 1 hour |
| <ul style="list-style-type: none">New Leader PitfallsPower paradoxBias for ActionEmotional Intelligence | |
| Lunch | |
| Time Management | 30 Minutes |
| <ul style="list-style-type: none">DelegationDone vs. PerfectBalancing all aspects of Life | |



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Effective Decision Making 1 Hour

- 4 Villains of Effective Decisions
- WRAP method
- 6 Thinking Hats
- Genius of AND, Tyranny of the OR
- ED = QD x Buy-In

Building Communication Skills 1.5 Hours

- The Communication Process
- Body Language
- Curse of Knowledge
- Active Listening

(Depending on how the first day is going, may start the Coaching and Feedback section, and continue the second day, or finish the first day or move to second day).

Coaching & Feedback 1 Hour

- Adopt a Coaching Mindset
- Unilateral Control vs. Facilitative Leadership
- Ladder of Inference
- Interests vs. Positions

Day 2

Difficult Conversations 2 hours

- Coaching Conversations
- Keys to the Conversation
- Case Studies –
 - Difficult Conversations with Instructors, Parents, Managers, Guests

Building a Team 30 minutes

- Motivators
- Engagement Grid

Lunch

Leadership Purpose 2 hours

- Defining How You Will Lead



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- Values
- Authentic Purpose
- The Art of Possibility
- Stop, Start, Continue

Commit to Action / Follow-Up

- Destination Post Card

30 Minutes