Are you new to a management role or have more responsibility and more staff to supervise? Learn how to effectively lead and engage a high-performing team and create a motivational environment for your staff to work in. Brush up on fundamental communication skills that are critical to the success of a supervisor. Provide positive and constructive feedback and learn the difference between managing performance and coaching others effectively.

As you move through your careers and take on the responsibility of leading others, the nature of your work changes. Your performance is measured by the health of your teams and your ability to effectively manage the work of others. This online series of modules equips leaders with essential skills to help you navigate the transition to supervision successfully.

In the Supervisor Essential series, you and your peers will build your skills through a rich, blended learning process that includes pre-work steps, three x 90-minute webinars and follow-up sustainment activities and resources designed to help you apply new learning.

**Course Format:** This online series includes three x 90-minute webinars and follow-up sustainment activities and resources. Attend webinars; review additional resource documents; work on assignments on your own time; submit your assignments for review, coaching, and direct feedback before the next assignments are due.

- **January 23**: Pre-work available on Moodle
- **January 30**: First webinar and assignment – The Role of a Supervisor
- **February 6**: Second webinar and assignments – Communication Skills for Supervisors
- **February 13**: Third webinar and assignments – Case Study
- **Final assignments to be completed by February 20.**

**Cost:** $610 +GST LGMA member and $700 + GST Non-member

**Registration:** [Register online](#) by 4:30 p.m. **January 22, 2023.**
Information will be sent to registered participants before each webinar.

**Instructors:** Kathy Andrews and Molly McGuire, Cinga Leadership & Learning

**Cancellation Policy:** No refunds will be provided after January 22, 2023
**Webinar 1: The Role of a Supervisor**

The role of the supervisor is to get work done through others. This webinar covers the key responsibilities of a supervisor and how to effectively lead and engage a high-performing team within the context of local government. Participants will learn to leverage both hard and soft skills to meet new challenges with increased confidence, respect, and competence. Participants will receive take-away resources they can review and reflect on following the webinar.

In this webinar, participants will:
- Review key competencies of a supervisory role
- Recognize potential constraints and pressures of a supervisory role
- Recognize the legal responsibilities of a supervisor
- Distinguish between diversity and individual differences
- Identify how to lead and engage a team
- Identify characteristics of a high performing team
- Create a personal development action plan for continuing growth and improvement

Time: 90 minutes

**Pre- and post-work:**
Time: 30 – 60 minutes

**Webinar 2: Communication Skills for Supervisors**

Clear communication is essential for supervisors to manage everyday interactions with ease and to navigate difficult conversations effectively. This webinar will equip participants with fundamental communication skills critical to success as a supervisor as well as a tool to manage performance and coach others effectively. Participants will receive take-away resources they can review and reflect on following the webinar.

In this webinar, participants will:
- Identify critical elements of active listening and questioning
- Recognize positive and constructive feedback and the impact on others
- Recognize the importance of feedback to create a motivational environment
- Explore how to modify giving feedback during times of stress or crisis
- Recognize components of effective delegation
- Identify steps needed to increase performance through coaching
- Differentiate between feedback and coaching
- Identify tactics to address performance issues

Time: 90 minutes

**Pre- and post-work:**
Time: 30 – 60 minutes

**Webinar 3: Skills in Action**

Participants will walk through a case study scenario that applies the learning outcomes introduced in modules 1 and 2. Participants must review the identified pre-work to allow for a robust, interactive discussion and application of skills.

Time: 90 minutes

**Pre- and post-work:**
Time: 30 – 60 minutes
INSTRUCTORS

Kathy Andrews  
Managing Director, Cinga Leadership & Learning

Kathy is an accomplished human resource leader, facilitator and organizational development consultant with close to 20 years of experience in private, public & non-profit sectors. She is an outstanding, strategic thinking partner, designer, and project manager and is known for her ability to swiftly diagnose complex problems and develop pragmatic solutions that get results.

Kathy has developed and implemented integrated leadership curricula that include executive assessments, coaching and progressive learning models. She has guided numerous successful organization design and change initiatives and has held senior human resources positions at several global organizations.

She holds a Master of Arts Degree in Leadership from Royal Roads University, a Bachelor of Social Science Degree from Rhodes University in South Africa, and a Provincial Instructors Diploma program from Vancouver Community College. She is a proud member of HRMA and the BC Organization Development Network.

Molly McGuire  
Organizational Development Consultant, Cinga Leadership & Learning

Molly is an organizational development consultant passionate about optimizing leadership and employee engagement in organizations. She has experience in project management, research, training design, and the application of psychological principles to improve the work environment, through communication, leadership development, and diversity and inclusion initiatives. She works to find ways to implement best practices surrounding leadership, strengths-based research, and neuroscience to support clients across public and non-profit sectors in achieving organizational goals by supporting a productive and engaged workforce.

She holds a Bachelor of Science degree in Biological Psychology from the University of Victoria and a Master of Arts Degree in I/O Psychology from Adler University (Vancouver campus), where her research focused on behavioural results of feeling isolated at work.

Molly is dedicated to developing effective and sustainable solutions in partnership with organizational leaders to improve employee performance and well-being through learning and development.