

First-line Supervision

(Performance Directed Management)

Hosted by and held at the
Morris County Public Safety Training Academy

500 West Hanover Ave, Parsippany, NJ 07054

8am-4pm on March 14, 2019

This course takes the position that the responsibility for quality-control enforcement in an organization depends on the loyalty and abilities of its first-line supervisors.

Effective supervisors are those that know when to motivate, when to lead, when to discipline, when to be subordinate, and when to just get out of the way.

Performance Benefits

- Learning to motivate people
- Learning how to deal with daily conflict
- Learning how to balance supervision and friendships
- Learning to lead by example
- Improve supervision skills to become a better leader

Attendees are taught:

- The legal and fiduciary responsibilities of a first-line supervisor
- How to build a positive Supervisor-to-Subordinate relationship
- How to apply basic principles of employee motivation, leadership and performance management to day-to-day performance problems
- How to establish accountability with the difficult employee
- How to conduct a Problem-Solving conference and document a plan for performance improvement
- How to complete a Critical Incident Report that documents an employee's performance problem

Students receive a class outline, model forms, rules, and certificate of attendance. (Class size is limited, please register early)



Regular Tuition: \$180 first registrant/\$160 each additional (PO's Vouchers, postmarked on or after March 8, 2019)

Prepaid Tuition: \$160 first registrant/ \$140 each additional (All cc payments and checks postmarked by March 7, 2019)

P.O.'s, Vouchers, Claims, DOJ accepted but does not guarantee tuition rate

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