Overview:
The ability for supervisors to plan and execute daily tasks is crucial to them driving team performance. Using a standard schedule that accounts for the supervisor’s time, including coaching, administrative tasks, meetings and self-development, provides many benefits. It helps the supervisor prioritize daily tasks, promotes time effectiveness and increases supervisor transparency and accountability towards the team. Using a standard schedule provides the supervisor with a road map to organize their day and accomplish the most important task: coaching to performance and people management.

*Must meet pricing minimum

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>2 Day(s)</td>
</tr>
</tbody>
</table>

Course Objectives:
After completing this course, a student will be able to:

- Understand why the most important use of the supervisor’s time is conducting employee development and its benefits to the supervisor, agent, and organization.
- Learn which coaching tactics are most effective in driving agent behavioral change.
- Begin to identify what tasks can be offloaded or reassigned to free up time for employee development.
- Become acquainted with examples of disciplined floor management schedules.

Target Audience:
VP, Director, GM, Manager, Supervisor

Course Prerequisites:
None