

Course Outline for NAARSO Operations Course

Date: 2017

Course Title: Supervisor Training

1. Why train your supervisors
 - a. Importance of training
2. What topics covered
 - a. Review general topics that should be covered during a supervisor training program.
 - i. Company expectations
 - ii. Supervisor standards
 - iii. Policies and procedures
 - iv. Job responsibilities
 - v. Leadership skills
 - vi. Team work
 - vii. Etc.
3. Delivery of message
 - a. Know your audience
 - i. Different learning styles
 - ii. Generational differences
 - b. Methods for delivery
4. Engaging/motivating your supervisors
 - a. How to create an engaging training
 - b. Attention span of a trainee
 - c. How to reset trainees attention
5. Evaluating the training
 - a. Survey options
6. Documenting the training
 - a. Best practice