

Management and Supervisory Skills Development

Every day, supervisors and managers are required to make increasingly complex decisions. Their ability to exercise sound judgment and leadership is a key to virtually every aspect of organizational success. AIM offers a wide variety of highly interactive training modules designed to generate thought, sharpen skills, and enhance the overall competence and confidence of every manager or supervisor. Participants will build their ability to influence, lead change and spark innovation, while creating an environment that attracts and retains excellent staff.

Who Will Benefit: Any functional or line manager or supervisor

Presenters: The staff of A.I.M.'s Employer's Resource Group developed and conduct all modules. Participants benefit from the AIM staff's total of more than 400 years of management experience in companies of all sizes, in virtually every industry.

Supervisory Skills—Level 1

- The Role of the Supervisor
- Setting Priorities and Objectives
- What Is Leadership?
- Communication and Listening Skills
- Building an Effective Staff
- Essentials of Employee Development
- Today's Legal Environment
- Problem Solving and Conflict Resolution
- Building Your Team
- Utilizing Your Supervisory Toolkit—Level 1

Supervisory Skills—Level 2

- Management Styles—Traits and Traps
- Performance Appraisals—Painful or Productive
- Managing a Multicultural Workforce
- Maximize Your Time
- Leading Change Effectively
- Everyday Ethics
- Mentoring and Coaching
- Effective Interviewing
- Fostering Creativity
- Utilizing your Supervisory Toolkit—Level 2

These classes are offered at convenient locations throughout Massachusetts. If you have fewer than 50 employees, you may be eligible for a 50% reimbursement through the state's Workforce Training Fund Express Grant Program—call AIM for additional information. You must apply at least 6 weeks prior to the course.

Management, supervisory and leadership skills training is particularly effective when customized and presented at your company site. A.I.M. can help you identify issues, assess training needs, and deliver sessions designed specifically to address those needs.

When Presented in an On-site Setting, AIM Will Work with You to:

- Incorporate scenarios reflective of your industry, your company, and your managers
- Appropriately target presentations for different levels of management
- Ensure that your organization's strategic message and philosophy are conveyed



Program Length: 3.5 hours for each module is standard; easily condensed or expanded to meet a variety of needs.

Please complete and fax this form to 617-536-1552. You may also call 800-470-6277 or e-mail at info@aimnet.org.

Name (please print or write legibly) -----

Title -----

Company name -----

Company address -----

E-mail ----- Phone ----- Fax -----