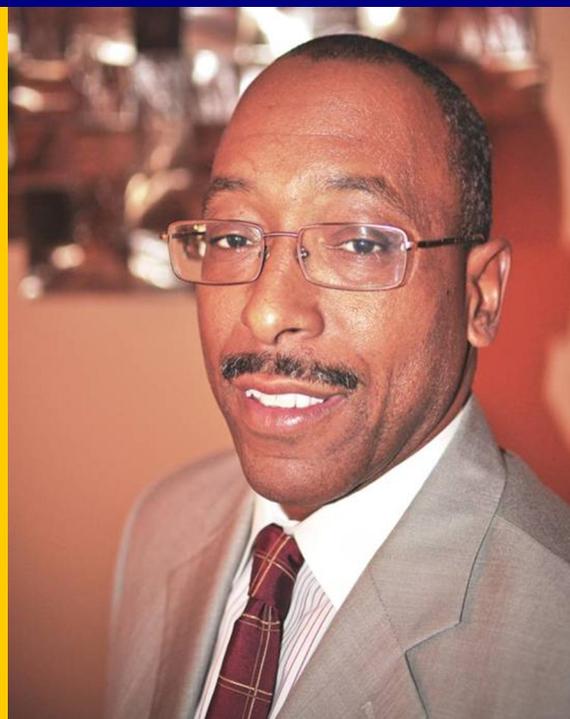


Looking for the Right Training Program?

A good doctor always evaluates their patients' present condition before prescribing a plan of action.

At DLC Consultant Group we follow the same process. We will evaluate the present needs of your organization and then prescribe a plan of action that will enhance the overall production of your business.

**Contact us today for a free
consultation.**



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**Specializing in
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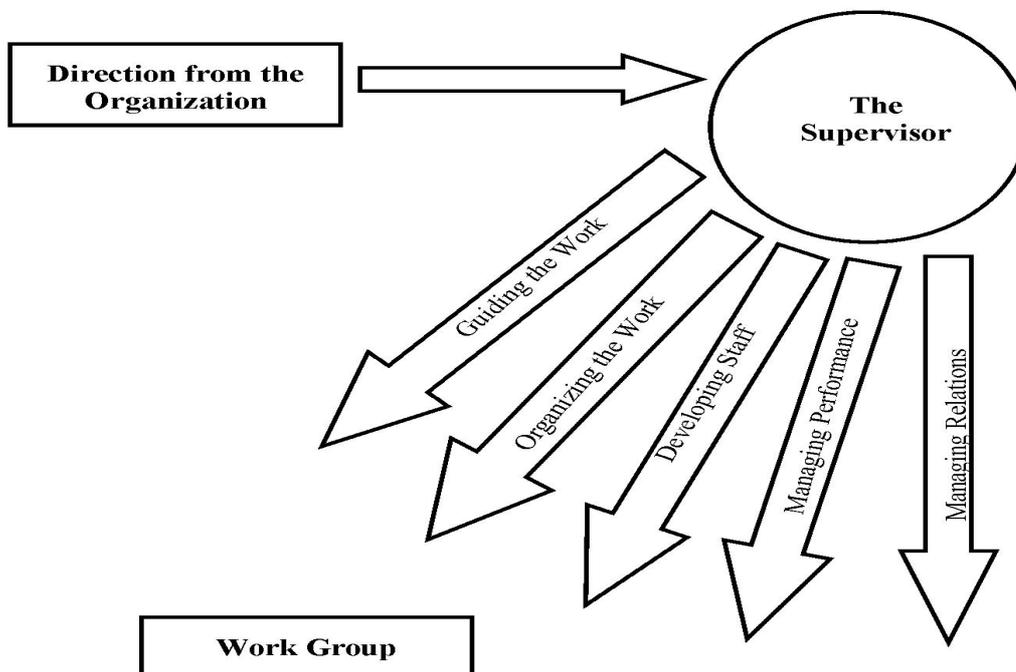
Supervisor Skills Evaluation Program Overview

More than any other role in the organization, the role of the supervisor has changed dramatically through the evolution of the organization and the changes in society. A supervisor in the industrial revolution was given almost complete control of the people he supervised. His role resembled a contractor for the company who was given the independence to hire, fire, and discipline as he saw fit. With an era of increased government regulation, sophisticated technology, diverse and better-educated employees, and the movement towards team-building; the role of the supervisor has been turned upside down.

Supervisors today find themselves in a unique position. They are charged with creating an environment in which their employees can achieve superior performance, yet they have minimal control over that environment. The skills required to operate effectively in such an environment differ substantially from those exercised in an environment in which the supervisor had complete control over his or her work group.

The research on effective supervision identifies numerous skills that a supervisor should possess. Figure 1, reveals that supervisor skills are organized into five categories: *Guiding the Work*, *Organizing the Work*, *Developing Your Staff*, *Managing Performance*, and *Managing Relations*.

Figure 1: Supervisor Skills Diagram



The primary role of the supervisor is the link between management of the organization and the employees. The supervisor is accountable to management for getting the work done according to expectations. The supervisor is accountable to his or her employees for their well-being, and the supervisor is responsible to him or herself for his or her own development.

The supervisor uses the direction of the organization to perform his or her job. This direction is needed to guide his or her group's work. In order to accomplish the work, the supervisor must organize the work, develop his or her staff, manage their performance formally and informally, and manage relationships with several groups outside his or her own group.

Are you looking for the right supervisor-training program? If you have ever been to a doctor, you know that a good doctor evaluates the patients' condition before prescribing a plan of action. At DLC Consultant Group, we follow the same process. We evaluate the needs of your supervisors, using a *Supervisors Skill Questionnaire*. Then we prescribe a detailed plan of action.

The *Supervisor Skills Questionnaire* will take each supervisor 15-20 minutes to complete. Once we receive the questionnaires, we will score each questionnaire and return to you a detailed analysis of each supervisor as well as a detailed analysis of how the supervisors perform as a group. We can also perform an analysis according to the different shifts and departments, and any other client request.

As an organization, you will know exactly what the strengths and weaknesses are of each supervisor both individually and as a group. This will save your business time and money because you will know exactly the type of training that is necessary for your supervisors to step-up to the next level.

Contact us today for a free consultation!