Day One

I. Personal Style Inventory
   A. Identifying Your Personal Style
   B. Your Style and Patterns of Behavior
   C. Developing More Satisfying Relationships

II. Ethics in Business
   A. Ethics Defined
   B. Guidelines for Determining Ethical Behavior
   C. The Supervisor’s Role in Ethics
   D. Handling Ethical Dilemmas

III. Time Management
    A. What is Time Management?
    B. Eliminating Time Wasters
    C. Learning to Set Goals

IV. Stress Management
    A. Causes and Symptoms
    B. Coping Strategies

Day Two

V. Continuous Improvement Overview
   A. Benefits
   B. 7 Forms of Waste
   C. PDCA
   D. 5 S Philosophy
   E. Ergonomics
   F. Process Stability

VI. Steps to Improved Communication
    A. Communicating Non-Defensively
    B. Giving Correct Feedback

VII. Performance Appraisals
    A. Supervisor’s Role
    B. Effective Performance Appraisal Tips
AIDT
Leadership Skills II
(Standard Two Day Outline)

VIII. Conflict Management
   A. Causes of Workplace Conflict
   B. Dealing with Problem Employees
   C. Conflict Handling Styles

IX. Coaching Your Way to Success