



Supervisory Management- 30 Hour Course

You will progress by reading through a series of six content modules, you will do activities as you progress, and you will be quizzed on the content at the conclusion of each module. There will be a final exam at the end of the course.

Course Objectives

At the end of this course you will be able to:

- Prepare for the transition from employee to supervisor.
- Evaluate styles of leadership and develop skills in human relations and personal management.

Modules

1. Transitioning from Hourly to Manager

- Discuss the history of management theory
- Explain the styles of management
- Analyze the functions of management
- Identify skills and responsibilities of a supervisor
- Self-assess management skills and identify areas of improvement

2. Recruitment, Training and Development

- Explain the importance of a written job description.
- Discuss the specific information that should be included in a job description.
- Evaluate a foodservice job application, resume and cover letter.
- Apply procedural questions when conducting a job interview.
- Describe the process for new employee orientation.
- Compare and contrast training methods used for a new employee.

3. Motivation and Team Building

- Discuss why teamwork is crucial in managing a foodservice facility.
- Describe the rationale for developing goals and objectives.
- Explain the process of building an effective team.
- create a team building exercise that demonstrates various learning styles.
- Evaluate the key factors that contribute to morale.
- Discuss the importance of constructive feedback



4. Leadership

- Explain the difference between management and leadership
- Identify effective leadership practices
- Discuss the challenges of leadership in a multi-culturally rich and ethnically diverse workplace
- Describe the characteristics of a good leaders
- Develop a time management grid to identify challenging areas in management
- Discuss emotional intelligence
- Explain the importance of delegation and leader development.

5. Legal Aspects of Management

- Describe legal issues that pertain to the foodservice industry and affect a manager's position
- Explain sexual harassment and how to prevent it in the workplace
- Discuss the steps to legally let an employee go without legal implications
- Address violence and disrespect in the workplace
- Evaluate methods to employ conflict resolution in the workplace
- Apply levels of disciplinary action

6. Management for the Future

- Describe the types of modern management theories.
- Explain the difference between modern management and leadership.
- Determine how to manage various generations of staff.
- Plan, analyze and determine the best approach to management.
- Explain what collaborative decision-making entails.
- Identify the importance of delegating.

Price

Members: \$125

Non-Members: \$175