



### **Course Outline**

#### 1.0 Introduction to the Industrial Supervisor

- Supervisors Responsibilities
- Workplace Culture

#### 2.0 Leadership Qualities

- Supervisor Styles
- Transition from Peer to Supervisor
- Delegation

#### 3.0 Motivation and Performance Management

- Motivation and Behaviour
- Evaluating Performance

#### 4.0 Occupational Health and Safety Law

- Occupational Health and Safety Regulations Overview
- Safety Management Systems
- Offences and Penalties
- Hazard Recognition
- WCB
- What is Bill C-45?
- Due Diligence
- Internal Responsibility System
- Duty to Accommodate
- Harassment and Violence



### 5.0 Communication and Training

- Communication and Interpersonal Skills
- Generational and Cultural Differences
- Communications Technologies Etiquette
- Training

### 6.0 Problem Solving and Managing Conflict

- Problem Solving
- Managing Conflict

### 7.0 Inspections, Maintenance and Controlling Materials & Equipment

- Workplace Inspections
- Maintaining and Controlling Materials & Equipment

### 8.0 Planning and Organizing

- Planning and Organizing
- How to Conduct Job Plans
- Tower Building Exercise

### 9.0 Performance Monitoring & Crew Visits

- Enforcing Work Rules
- Crew Visit Observation (Work Observation)
- Workplace Observation Coaching Techniques
- Conducting Work Observations
- Counselling Techniques