



# North Carolina Department of Public Safety Office of Staff Development and Training

## ***"First Steps of Supervision"***

***"First Steps" is a 40-hour Department of Public Safety training program for first-line supervisors, focusing on the transition from staff member to supervisor and developing the skills necessary to become a successful manager. The following blocks of instruction are designed to assist supervisors in building the foundation that allows you to become a confident and effective supervisor.***

### ***Supervision Fundamentals:***

- New Supervisor Core Competencies
- New Supervisor Expectations
- Common Problems

### ***Conflict Resolution:***

- Positive & Negative Outcomes
- Warning Signs
- Steps to Conflict Resolution

### ***Leadership:***

- Leadership Styles
- Effective Characteristics
- 21 Qualities of a Leader

### ***Dealing with Difficult People:***

- Types of People
- Truly Difficult Personalities
- Games People Play

### ***Ethics:***

- Mission & Vision Statements
- Ethical Decision Making
- Supervisor's Role

### ***Communication:***

- Communication Barriers
- Verbal vs. Non-Verbal
- Effective Feedback

### ***Stress Management:***

- Personal Stress & Stressors
- Reactions to Stress
- Coping Mechanisms

### ***Teamwork:***

- Traits of an Effective Teams
- Team Player Characteristics
- Teams in Trouble

### ***Job Burnout***

- Stages of Job Burnout
- Physical & Emotional Symptoms
- Reducing Job Burnout

### ***Multi-Generational Awareness:***

- Workforce Generations
- Values & Belief Systems
- Contributions to Workplace