

HOW TO MAXIMIZE THE BENEFITS OF THIS COURSE FOR SUPERVISORS (Effective Supervisor)

For Directors or Managers

Effective Supervisor is a supervisory program in Spanish, designed to fit in with daily work life while still fulfilling the educational needs of your employees. The program can be accessed 24/7 either individually or monitored through group lessons. From my over 20 years of experience as a supervisory trainer for Spanish-Speaking employees, I recommend group learning in order to attain maximum results of this training course.



The success and effectiveness of any kind of training program depend on the commitment, discipline, and application of the acquired knowledge by the participants, and the active participation of owners or managers throughout the training program, making sure those participants have understood the material and are making practical use of it.

For those who decide to use this training program in small groups I am recommending the following steps and tips to ensure your team is gaining the maximum benefit, and your company is receiving the greatest return in the investment of this program.

I suggest that the person in charge of managing the training programs follows these steps:

1. Create small groups of up to 10 people that are inclusive of different levels of responsibility, departments etc., that conveniently fits into the schedules of the employees and the company.
2. Assign a moderator to manage the structure of the program and to facilitate the session (Moderator tips below). This person must have all login information to access the program. I suggest selecting a candidate who has a positive attitude and a high level of respect among staff in order to effectively engage participants with the learning material.
3. Ensure that the moderator has signed up to the INSCRIPCIÓN DE PARTICIPANTES (Sign-in of participants), located in the PROGRAM, to receive weekly tips and suggestions for each of the learning modules. To do this, the moderator must log in to the program and sign up.
4. Establish a calendar of events that include the dates and times for each group meeting, and desired completion date. If possible, I suggest one lesson, every two days, or at least, one lesson per week, to make sure participants are retaining the information and staying engaged with the program. Each lesson, on average, take one hour to complete, including assigned time for conversation and time to complete exercises.
5. Involve the managers of the participants of the course in the learning process. Print out materials which include exercises and session overviews (available in English and Spanish), for managers to familiarize themselves with the content and to follow up and review the information with his/her employee(s). Here are some suggestions for managers to take in consideration, to assure that employees are applying what they have learned in the workplace:
 - Ask managers to review the information with their employees after each session.
 - Make sure that managers are actively participating in exercises that require their involvement.
 - Assure that management is motivating participating employees during the program including congratulating participants, and encouraging application of the new information into their work routine.

As mentioned before, it is crucial that everyone from upper management, to the participants, are actively involved in the learning process of this course, but more importantly, for participants to apply the newly acquired leadership skills to their work and personal lives in order to see the maximize benefit of the program.

For the Moderator

Suggestions for the moderator or facilitator:

Setting up for the session

- a) Print the materials, exercises, and tests for the session of that day, before each session.
- b) Ensure that participants keep their copies of materials and exercises from each lesson in a personal folder or binder, and make sure they always keep it on hand to review what they have learned.
- c) Prepare the computer and if possible, use a big screen television or projector, with a good sound system, and log-in to the program to start the session.
- d) Have a whiteboard or flip chart to write some of the exercises.
- e) Have water, coffee or snacks for the participants during the session
- f) Have pens, notebooks or any other materials for the participants

Facilitating the session

- a) Start the course with the welcome video lesson and then continue with lesson 1 of Module I, and follow the program's sequence.
- b) Start each new session by reviewing the knowledge tests of the previous session. Ask the participants if they have any questions or comments about the previous video session and ask if they have applied or used what they learned at work, and if so, what was their experience and how has it been working.
- c) During the video lessons, follow the directions of when the author in the video suggests so, or when you think is necessary. Start conversation by asking participants what they understand, know, or think about the topic that is being covered, and then return to the session. Pause the video lessons as much as is needed, to make sure that they have understood and that the topic they just viewed is clear.
- d) After the video, ask participants how or when in their daily life, at work or in personal circumstances, they have applied or experimented what they have just seen in the video. Ask them to explain a related experience.
- e) Let the participants talk and express their ideas and knowledge.
- f) Encourage everyone to participate. Ask for their opinion and let them think about it and answer according to what they know. Never say they are incorrect or ignorant. Don't say, "I told you already this!"
- g) Keep the discussion on topic and to the point.
- h) Ask everyone to listen to their fellow participants with attentiveness and respect.
- i) Keep good morale and respect within the group, and try to make the session entertaining always.
- j) Manage the time wisely, but don't rush to finish an important discussion or exercise. You can always continue in the next session day.
- k) Make sure to be part of the learning process as an equal. Participate in conversation and debates, but make sure you are not the only one talking.
- l) Make sure everyone completes their exercises, either on their own or by forming small working groups.
- m) Keep a copy of completed exercises and knowledge evaluations in folders, one folder for each participant.
- n) Download the audio sessions and share them with each participant, for them to listen to on their own (after the group session).
- o) If small working-groups are formed in each lesson, make sure you mix the groups so everyone has the chance to work with each other.
- p) If the participants have questions, ask them to watch the video lessons again, either individually or in groups. If necessary, watch the videos again (as a group).
- q) When participants complete all lessons and knowledge evaluations, send an e-mail to the address below with their names to print their diplomas of completion.

For more information, or if you have any questions, please contact me at eduardo@betteremployees.net or call (714) 516-1111