



Communication & Leadership Skills for the Warehouse Supervisor

New for 2008, based on feedback from our customers in the distribution industry, MicroCraft is proud to introduce our unique course for developing and improving the skills of your warehouse supervisors.

This two-day interactive course will teach your supervisors the skills they need to make your company a success.



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Two Day Workshop

Wyndham Mount Laurel
Mt. Laurel, NJ



Communication & Leadership Skills for the Warehouse Supervisor
October-November, 2008



Communication & Leadership Skills for the Warehouse Supervisor

This workshop will use a series of exercises and assessment tools to build the participant's relationship building skills in communications and leadership. In order to effectively lead, the participant will first learn to match particular communication methods to particular situations. In the associated exercises, the learner will develop their verbal and non-verbal communication skills as well as focus their attention on building their listening proficiency.

This workshop will also focus on amplifying other's abilities through evaluation processes, development methods, and motivational techniques. Using the core conflict model and other problem solving tools, participants will also learn to constructively resolve conflict and use it to facilitate positive growth. Finally, participants will learn to use project management techniques to effectively lead organizational transformation.



Throughout the workshop, examples of both effective and ineffective leaders will be used to illustrate habits worthy of emulation as well as pitfalls to avoid.

After this workshop you will be able to:

- Insure that your message is received and understood
- Effectively listen to others
- Use your interpersonal style to be more effective in motivating people
- Resolve conflicts using various approaches
- Lead organizational change

This Workshop Contains

Communication with the Warehouse Worker

- Components of Communication
- Listening and other Communication Skills

Motivating the Warehouse Worker

- Developing the Warehouse Employee
- Levels of Employee Motivation
- Your Interpersonal Style
- Evaluating Performance

Conflict Resolution: Resolving Warehouse Worker Conflicts

- Getting to the Root of the Conflict
- Problem Solving Tools
- Conflict Resolution
- Handling Problem Situations

Leadership Skills for The Warehouse Supervisor

- Who are the Leaders
- Habits of Effective Leaders
- Leading Change in an Organization

Change Management: Implementing New Processes in the Warehouse

- Project Management Skills
- Overcoming Resistance to Change
- Change Management Tools



Schedule and Register

Date

October-November, 2008

Location

Wyndham
Mount Laurel
1111 Route 73
Mt. Laurel, NJ 08054

Workshop Schedule

Day One

8:00 AM—8:30 AM Registration

8:30 AM—12:00 PM Workshop

12:00 PM—1:00 PM Lunch

1:00 PM—4:30 PM Workshop

Day Two

8:30 AM—12:00 PM Workshop

12:00 PM—1:00PM Lunch

1:00 PM—4:30 PM Workshop

Registration

\$695

Includes all workshop materials

Complementary beverages at AM and PM breaks.

We accept all major credit cards, checks, and purchase orders. **Pre-registration required.**

To register visit our website at:

www.microcraft-tkc.com

