

## LD Launches Program for High Potentials and New Supervisors

From a succession planning standpoint, organizations in all industries need to prepare their high potential employees for possible supervisory roles. Progressive companies recognize the importance of building a talent pipeline and grooming employees for supervisory positions.

In response to a long-time client's request to prepare its high potentials for supervisory positions, LD recently designed and delivered "What it Takes to be a Supervisor," a workshop for their high potential employees and newer supervisors.

This one-day workshop uses engaging case studies and skill-based assessments. The program can also be split into two half-day sessions, with time in between for a homework assignment.

The workshop centers around 10 aspects of supervision:

- Building Teams
- Coaching
- Dealing with Conflict
- Distancing Oneself from Former Peers
- Influencing Others
- Interpersonal Communication
- Knowing When to Involve One's Supervisor
- Managing Change
- Managing Performance
- Managing Time and Multi-Tasking

LD Senior Consultant Gary Steele, who presented "What it Takes to be a Supervisor," noted, "It was great to see that this organization recognized the value of both preparing employees for supervisory positions and providing training for its newer supervisors. This can only benefit the individual and the organization."

## Customer Service Tip

Have you checked your main phone number or your own voice-mail message lately? Aside from some staff who sound like they are disinterested or just waking up, we have found organizations and staff with voice-mail messages that are outdated. Customers will wonder if one's inattention to detail with phone skills may also be reflected in the service customers receive.

## Meet Anne Nickerson

Anne Nickerson is LD's "Call Center Coach." For over 20 years, Anne has worked with Fortune 500 call centers all over the world. Anne's call center assignments have involved on-site diagnostics for improving customer satisfaction, workflow design, along with training and coaching of front-line staff and supervisors. She has published over 50 articles and written a book, [Not by the Seat of My Pants](#), for Call Center Supervisors.

Anne holds a B.S. in Consumer Education from the State University of New York at Buffalo and an M.S. degree in Human Development and Adult Education from Syracuse University.

Active in the community, Anne has worked with the Juvenile Diabetes Foundation and is a board member of a local Human Services Commission.

## Read Any Good Books Lately?

The Learning Dynamics consultants recommend [Switch: How to Change Things When Change is Hard](#) by Chip Heath and Dan Heath. LD sometimes uses this book as pre-work in advance of its "Leading Yourself and Others through Change" workshop.

## Learning Dynamics Tidbits

A team of LD Consultants presented many sessions of a Mentoring workshop for a new major sports network client... Gary Steele presented "Essentials of Project Management" for a Florida municipality...Dr. Rosa Mo presented workshops on Coaching and Customer Service at a Missouri Health Conference...Jim DeMaio presented "Maximizing Sales through Consultative Selling" for a banking client...Dr. Al Bradshaw facilitated a Stress Management program for Alabama Health Department Staff...Patty Sanchez Franco presented a Performance Management workshop for a financial services client...Barbara Phillips delivered Career Development workshops for a utility client...Calvin Morgan facilitated a Team Building session for a federal agency... Charles Frazier presented "Bringing Out the Best in Others" for a new non-profit client... Kira Copperman presented "Managing a Multi-Generational Workforce" for a major television network's senior management... Wilbur Pike facilitated a Team Building workshop for a new client specializing in children's special needs... LD's Product Development Team is designing another two-hour "Common Decency" sexual harassment e-module for clients in California and Connecticut.