



# The Toughest Supervisor Challenges and How to Overcome Them

## Course objectives

Successful completion of this course will increase your knowledge and ability to:

- ✓ **Use realism, restraint, and resolve when facing any tough challenge.**
- ✓ **Resolve conflicts between employees effectively.**
- ✓ **Deal with layoffs in a way that minimizes the negative effects.**
- ✓ **Show support for employees with performance issues while building a defensible case for discipline and/or termination if necessary.**
- ✓ **Deal with employees' personal problems with sensitivity and fairness.**
- ✓ **Take control and responsibility in a crisis situation.**