



Step Up to Supervisor Certification Course

Radisson Hotel Providence Airport

2081 Post Rd, Warwick, RI

August 22-24, 2023

Target audience: Boatyard and service professionals who started in service and now have or aspire to have management responsibilities.

Learning goal: By the end of this course, participants will have the tools and knowledge to manage service teams and be an active and impactful member of the facility's management team.

Learning objectives: By the end of this session, participants will have learned how to:

1. Manage individuals and teams that you once worked with.
2. Lead and facilitate individuals and teams to produce high quality work, as efficiently and safely as possible.
3. Resolve human resource issues that managers typically encounter.
4. Impact the finances of the company by taking financial responsibility for their operating unit.
5. Mentor and train their team to increase cohesion and performance.

Session Summary

1. Introduction: Making the Move from 'Buddy' to Boss. What does this mean, what changes does this require? Kirk Ritter, Hinckley.
2. Leadership and Professional Development: "leadership" is to engage people to work in a positive minded, solution-oriented manner to produce high quality work, as efficiently and safely as possible. Kirk Ritter, Hinckley.
3. Human resource management for new managers: responsibilities, documentation, discipline process, and even some roles play of difficult employee/situation. This topic is important as some of the joking they may have done with a coworker they cannot do anymore now that they are in a position of "power" in terms of harassment. There are many other things I am sure they never thought of. Shirley Adams, Adams & Assoc.
4. The Supervisor and the Bottom Line: Introductory financial section dealing with understanding of how materials and labor overages affect margin. Overview on how to

quote jobs and provide accurate estimates, with impact these have impact the finances of a company. Charles Blair, Foreman, Safe Harbor City Boatyard.

5. Training and mentorship, crew development: Now that you are the manager, how do you train and mentor your crews, so they achieve their highest potential? How to provide real-time, on the job feedback, training, and support. Charles Blair, Foreman, Safe Harbor City Boatyard.

Optional Boatyard tour: On the final day of the face-to-face session, ABBRA will provide a tour of several local boatyards to observe their operations and meet with the yard's leadership. This tour usually lasts four hours and is optional.

Agenda

Tuesday, August 22nd (Required)

6:00PM Welcome Reception and introductions

Wednesday, August 23rd

8:00 AM Introduction: Making the Move from 'Buddy' to Boss, Kirk Ritter, Hinckley
9:30 AM Leadership and Professional Development, Kirk Ritter, Hinckley
12:00 PM Lunch
1:00 PM Human Resource Management, Shirley Adams, Adams & Assoc.
4:00 PM Action planning
6:00 PM Group Dinner

Thursday, August 24th

8:00 AM The Supervisor and the Bottom Line, Charles Blair, Safe Harbor City Boatyard
10:00 AM Training and mentorship, crew development, Charles Blair, Safe Harbor City Boatyard
12:00 PM What is next: MSM and CMSM
12:15 PM Evaluation and course certificates
12:30 PM Box lunch
1:00 PM Depart for Boatyard Tour (Optional)
5:00 PM Return to hotel from Boatyard Tour/Final comments