“First Steps” is a 40-hour Department of Public Safety training program for first-line supervisors; focusing on the transition from staff member to supervisor and developing the skills necessary to become a successful manager. The following blocks of instruction are designed to assist supervisors in building the foundation that allows you to become a confident and effective supervisor.

**Supervision Fundamentals:**
- New Supervisor Core Competencies
- New Supervisor Expectations
- Common Problems

**Leadership:**
- Leadership Styles
- Effective Characteristics
- 21 Qualities of a Leader

**Ethics:**
- Mission & Vision Statements
- Ethical Decision Making
- Supervisor’s Role

**Stress Management:**
- Personal Stress & Stressors
- Reactions to Stress
- Coping Mechanisms

**Job Burnout**
- Stages of Job Burnout
- Physical & Emotional Symptoms
- Reducing Job Burnout

**Conflict Resolution:**
- Positive & Negative Outcomes
- Warning Signs
- Steps to Conflict Resolution

**Dealing with Difficult People:**
- Types of People
- Truly Difficult Personalities
- Games People Play

**Communication:**
- Communication Barriers
- Verbal vs. Non-Verbal
- Effective Feedback

**Teamwork:**
- Traits of an Effective Teams
- Team Player Characteristics
- Teams in Trouble

**Multi-Generational Awareness:**
- Workforce Generations
- Values & Belief Systems
- Contributions to Workplace