



Superperforming Supervisor Certification Course Agenda

Program Overview and Introductions
The Supervisor's Role in Superperformance
Supervisor as Oscillator
10 Habits of Superperforming Leader-Managers
Influencing Environments
Moving from Boss to Coach
Superperformance Coaching Model
10 Coaching Skills for Supervisors
Shackleton Case Study
Living Systems Thinking
Five Activities for Operations Excellence
Improvement vs Fire Fighting
PDSA vs DMAIC Framework
Lean Tools and Lean Culture
Chartering Projects
Physics of Transformation
A Model for Super Change
Todco Case Study
Agility Fundamentals
Scrum Method: Power of Cadence and Iteration
Super Team Model and Growth Stages
Science of Superperformance
10 Superperforming Supervisor Derailers
Going Forward: Group Project

- Fieldwork in Slack
- Coaching Practice
- Virtual Labs
- Re-certification Framework