



**Integrated program
for the development of
human resource management skills
through a focus on daily supervision**

**MANAGING
SUPERVISION ISSUES
IN A MORE EFFICIENT**

and human way

15 years
of positive results and
significant benefits

More than 2 450
organizations and
businesses served

More than 6 800
participants in the program

More than 39 000
hours of facilitating / coaching
with unique self-diagnosis tools

More than 67 000
persons / training / days



This program provides tools to manage teams where there is:

- ✗ low motivation;
- ✗ insufficient productivity;
- ✗ a poor sense of belonging;
- ✗ tense relationships;
- ✗ difficult communications;
- ✗ dissatisfactory team synergy;
- ✗ high turnover rates.

This program is for anyone who:

- wants to develop their skills in order to exercise a supervisory role;
- is approached by their employer to occupy a supervisory position;
- already has experience in supervision and wishes to increase team effectiveness.

➤ See the description of each module on m3isupervision.com

LEVELS ISSUES



8 days + 8 hours of coaching

SA.1 People and Their Motivations
SA.2 Team and its Behaviours
SA.3 Role of the Leader / Coach
 3 days
 Provide leadership that meets both the needs of individuals and the team.
 Coaching 7D Profile

SA.4 Efficient Day-to-Day Management
SA.5 Delegating and Empowering
 2 days
 Share daily workloads equitably in function of each person's individual capacity.
 Coaching 7D Profile

SA.6 Communicating, Listening and Giving Feedback
 1 day
 Understand the messages coming from team members, communicate and react in an appropriate way.
 Coaching 7D Profile

SA.7 Assessing Work Done
 1 day
 Assess the quality of completed work and recognize the contribution of each individual.
 Coaching 7D Profile

SA.8 Managing Difficult Behaviours
 1 day
 Take the proper actions with team members who behave inappropriately.
 Coaching 7D Profile



5 days + 6 hours of coaching

SB.1 Team Profile Analysis
 1 day
 Optimize a team's functioning through analysis of each individual's contribution.

SB.2 Making Appropriate Decisions
 1 day
 Increase your ability to make decisions in a timely manner, while always considering the people involved and the situations.
 Coaching My Team Profile

SB.3 Transmitting Clear Instructions
 1 day
 Improve effectiveness of communications through precise and adapted language.
 Coaching My Team Profile

SB.4 Support in the Design of Improvement Projects
 1 day
 Support team members in their continued improvement projects.
 Coaching My Team Profile

SB.5 Maintaining Good Mental Health at Work
 1 day
 Develop the level of personal balance needed to support individuals and the entire team.
 Coaching My Team Profile



6 days + 4 hours of coaching

SC.1 Holding Effective Meetings
 1 day
 Facilitate meetings that allow each individual to understand the pertinence and positive impacts of their participation.

SC.2 Establishment of Objectives and Priorities
 1 day
 Formulate precise objectives and setting them in order of priority for the team.
 Coaching Adaptability to Change

SC.3 Implementation of a Customer-Oriented Approach
 1 day
 Establish a work philosophy based on interdependence between clients and suppliers, whether internal or external.
 Coaching Adaptability to Change

SC.4 Conducting Productive Evaluation Meetings
 1 day
 Hold constructive evaluation meetings that allow each person to grow.
 Coaching Adaptability to Change

SC.5 Change Management
 2 days
 Develop strategies to support the team through any change processes.
 Coaching Adaptability to Change

Facilitation / Coaching

Every level of the M3I Supervision program contains individualized facilitation / coaching sessions that are conducted concurrently with the training workshops.

The M3I Institute certified trainers / facilitators / coaches (TFC) guide each participant in this personalized approach to help them achieve their own goals for improvement through various self-diagnostic tools.

➤ Access the TFCs directory on m3isupervision.com

Self-Diagnostic Tools

The self-diagnostic tools used by the TFCs are based on the analysis of the participant's attitudes and behaviours to take stock of the essential supervision abilities they have acquired and to target those that they must develop.

Tools Included in this Program

- 7D Profile + Competencies Mapping
Estimation of ability and skill levels required for supervision / management
- My Team Profile
Analysis of team member personalities and their interactions
- Adaptability to Change Profile
Inventory of characteristics and personal skills related to change adaptability



Post-Training Assessment

Six (6) months after having completed the Essential level, a participant may again fill out the questionnaire and receive a second report to track their progression.

Complementary Tools

- Manage with H.E.A.R.T.
Analysis of attitudes, behaviours, habits and values of managers in relation to the satisfaction of the team members' needs
- Daily Management of Personnel
Evaluation of managers' ability to face their daily responsibilities

These tools, which each include a two (2)-hour facilitation / coaching session, can be used optionally at any time during the program.

➤ See an example of a report for each tool on m3isupervision.com



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Accreditation

To certify the qualification of the participants, the M3I Institute issues credentials for each program level completed, as this example shows. The validity of the credentials may be verified with the M3I Institute.

Certification

The M3I Institute also offers the participants the possibility to qualify for certification by taking an optional exam at the end of each level of the program. After passing an exam, a certificate will be awarded and new credentials will be issued.

Recognition

Some training hours are recognized by these organizations.

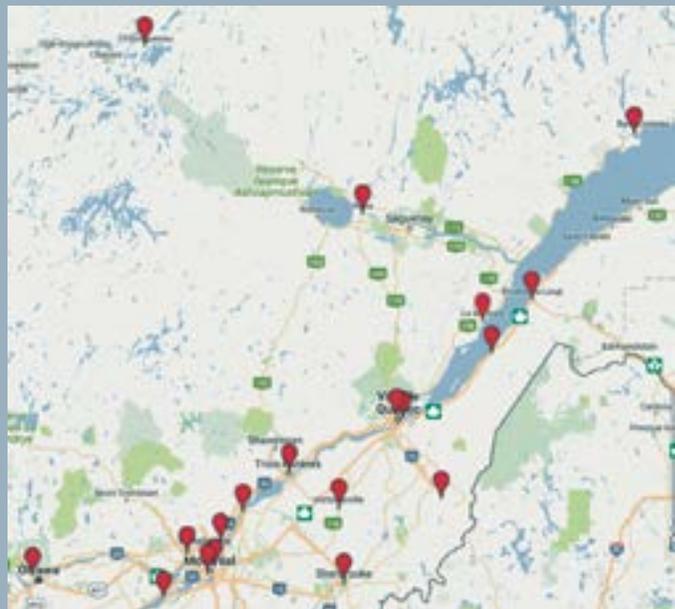


certifies that
Aaaaaaaaa Bbbbbbbb Cccccc
 meets the requirements of **M3I SUPERVISION**
 Qualification
 Certification
 Authentication number: **1-234796040542-A**

A DIDACTIC APPROACH BASED ON ANDRAGOGY

- M**easure your skills and practices using self-diagnostic tools.
- M**odify your practices using better knowledge of your potential.
- M**aster better techniques that will enhance your skill levels.
- I**ntegrate these new techniques into your daily supervision.

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M3I Institute’s mission is to maximize the contribution of individuals to the future of the businesses and organizations they work for. Its creation is the result of the long and successful career of Denis Ouimet, who established, as early as 1976, the BUreau de REcherche et de FORmation en «gestion intégrée», known as BUREFOR Inc., to guide managers in developing integrated managerial practices, philosophies, and value systems.

The work of M3I Institute, combined with that of BUREFOR Inc., comprises a corpus of over 2 million data from manager experiences. From this data, the following is drawn: measurement tools, training programs, management practices, theoretical concepts and explanatory models specific to the management of people.

M3I Institute brings together professionals with varied fields of expertise, contributing their skills and their personal and professional experience to the many activities offered. All these activities generate benefits for all participants, and also have a positive impact on their surroundings and organizations.

“THIS TRAINING PROVIDED ME WITH THE TOOLS AND CONCEPTS WHICH ALLOWED MY BUSINESS TO BENEFIT FROM OUR TEAMS’ FULL POTENTIAL AND CREATE AN **INNOVATIVE AND DYNAMIC WORK SETTING.**”

“THE M3I APPROACH HAS GREATLY **IMPROVED OUR WORK ENVIRONMENT AND EFFECTIVENESS IN DAILY TASKS.**”

» See other testimonies on m3isupervision.com

