

RAVING FANS

"I graduated from this course. It was awesome. I use the skills presented every day. If you are a new supervisor it's critical. If you've been one for a while, it will still provide new ways of looking at things."

— Paul Cooper,
Erie Veterans Administration Medical Center

"The Supervisory Skills Series is a great resource to provide the fundamentals of management, team leadership and motivation. It is an investment in the future of Larson Texts, both managers and employees."

— Susan Dombrowski,
Vice President of HR and Finance
Larson Texts, Inc.

"The MBA's Supervisory Skills Series set a foundation that outlines a simplified path to success. We have taken that foundation and have begun to build our people. We are creating a culture of growth, trust, knowledge and achievement with all of them. So, thank you, to the instructors at the MBA!"

— Catherine J. Doty,
HR Manager
The Warren Company

"The training offered by the MBA empowers our team members with the knowledge, skills and abilities to help them realize success in their positions. They are educated in all the fundamental aspects of supervisory skills, allowing us to focus on our customers and our mission rather than on-the-job-training. We highly value this investment – in that all of our management personnel have completed the Supervisory Skills Series and the return on investment is evident every day. We will continue to use these training opportunities to help us maintain 'World-Class Water and First Class Service.'"

— Aaron L. Stankiewicz, PHR,
HR Manager
Erie Water Works



CERTIFIED SUPERVISORY SKILLS SERIES



Learn it
today.
Apply it
tomorrow.



in partnership with



UPCOMING DATES

Pittsburgh

SMC Business Councils,
600 Cranberry Woods Drive,
Suite 190, Cranberry Twp., PA

Course I September 11 & 12

Course II October 2 & 3

Course III October 23 & 24

Course IV November 13 & 14

Course V December 4 & 5

Time: All courses are 8 a.m. – 4:30 p.m.

Price: \$350 Member (per course)
\$435 Nonmember (per course)

ONSITE Training

Join the hundreds of companies that have found our onsite training options to be the most cost-effective and convenient choice for group instruction.

- Flexible and convenient scheduling
- Customized instruction
- Eliminate travel expenses



It's easy! Just visit www.mbausa.org/smc or call 814/833-3200 or 800/815-2660 to register or for more information.

Cancellation/No-Show Policy

If notice is **four business days** or more, a full refund will be made. If notice is **less than four business days**, or if you do not show up for the scheduled class, no refund will be made. **NOTE:** You may substitute another individual from your organization at any time and at no cost.

EQUIPPED FOR SUCCESS

SUPERVISORY SKILLS SERIES COURSE I

This highly interactive course is designed to provide a foundation of sound management techniques for both new and experienced supervisors. The essential elements of successful supervision are discussed, including the values of praise and recognition, proper discipline techniques and motivation through effective performance evaluations.

SUPERVISORY SKILLS SERIES COURSE II

True leaders motivate, delegate and know how to make the best use of their time. This course focuses on identifying a supervisor's individual strengths as a leader and then using those strengths to set their employees up for success.

SUPERVISORY SKILLS SERIES COURSE III

Most company officials agree that the ability to communicate is essential for supervisory success. In fact, it is impossible to perform any supervisory task well without good communication skills. This course will help identify the principles of effective communication and help the supervisor recognize and resolve communication breakdowns in the workplace.

SUPERVISORY SKILLS SERIES COURSE IV

Any definition of supervisor has to include the ability to solve problems and make decisions. Through thought-provoking case studies, this course will teach time-effective and practical ways to execute the problem-solving process from discovery to resolution. Participants will learn the value of working together in groups to solve common and some not-so-common workplace situations. Additional time will be spent examining the legal side of supervision, including sexual harassment.

SUPERVISORY SKILLS SERIES COURSE V

The face of the workplace is changing, forcing supervisors to change as well. Issues that were rarely discussed in the past are now very topical. Successful supervisors embrace diversity, resolve conflict and attempt to minimize stress by setting realistic goals for both themselves and their team.



"MBA has designed a Supervisory Skills training course that has provided our new and experienced supervisors with the ability to incorporate sound management practices, proper discipline techniques and resolution of conflict into our everyday operations. This training has resulted in increased teamwork among supervisors and employees alike, and our supervisors have been empowered to make small changes that result in significant contributions to the overall success of the company. Our gratitude to the staff at the MBA!"

— Brook Siar,
HR Manager

Franklin Bronze Precision Components

REAL-WORLD INSTRUCTORS



LISA DEFILIPPO is a Training specialist at the Manufacturer & Business Association. DeFilippo has a bachelor's degree from Indiana University of Pennsylvania and has been involved in training and presentations nationally for more than 15 years.



TRACY DAGGETT, PHR is a Training specialist at the Manufacturer & Business Association. Daggett has 16 years of experience in the retail industry and has extensive experience in the establishment of programs to increase sales, improve productivity, reduce costs and improve customer relations.