



SUPERVISORY SKILLS CERTIFICATE SERIES

Learn the critical skills necessary to meet the ever-increasing challenges of being an effective supervisor in today's workplace. This five-part series will teach new and experienced supervisors the skills needed to properly motivate and direct their teams to meet company goals, objectives and law compliance. The emphasis will be on mastering management techniques essential to the success of both the supervisor and the company. Each course consists of two full days of training or 16 hours of instruction.

Supervisory Skills 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.

Topics include:

- Supervisor's Role in Management
- Developing Your Employees
- The Power of Expectations
- Employee Performance Appraisals
- Positive Discipline

Supervisory Skills 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. We also will cover how to interview effectively and legally.

Topics include:

- Building Successful Teams
- Leadership
- Employee Motivation and Involvement
- Delegation Skills
- Time Management
- Interviewing Skills

Supervisory Skills 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.

Topics include:

- Communication Concepts
- Feedback and Active Listening
- Formal and Informal Communication
- Communication Between Levels
- Handling Instructions/Assignments
- Effective Communication in Training

Supervisory Skills Course IV

Any definition of supervisor has to include the ability to solve problems, make decisions and handle conflict. 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.

Topics include:

- Government Regulations: What Supervisors Need to Know
- Sexual Harassment Awareness
- Applied Problem Solving
- Workplace Violence Awareness
- Dealing with Conflict
- Applied Decision Making

Supervisory Skills 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. This course will prepare the supervisor to effectively present information in one-on-one situations or when speaking with an entire team.

Topics include:

- Diversity in the Workplace
- Stress Management for Supervisors
- Implementing Change
- Goal Setting for Supervisors
- Effective Presentation Skills

***Price per Course:* Member \$350 • Nonmember \$435**