

ADVANCED SUPERVISORY TOPICS

Who Will Benefit?

Take your supervisory skills to the next level with these advanced topics of our Supervisory/Leadership training program. These topics are designed to build on the skills learned in the first level of training.

How does it Work?

Courses are bundled in units. Each unit consists of three concentrated modules, requiring a minimum amount of time away from the workplace. Courses may be taken as a certificate program (all 4 units) or as individual units.

CEUs are awarded for all modules, based on the number of classroom hours. Certificates will be provided for completion of a unit, and for completion of the entire certificate program. (Note: All modules contained within a unit must be completed in order to earn the unit completion certificate. There is an 80% attendance requirement to earn CEUs and certificates).

Which Unit is for Me?

UNIT 1: BUILDING RELATIONSHIPS

- **You have completed the “Establishing Relationships” module and feel you are ready to take on more challenging leadership roles.**

- **You have established solid relationships among your peers and employees, but feel there are still some challenges you need to face.**

If you answered yes to any or all of these statements, you are ready to take the next step: Building Relationships.

MODULE	TRANSFERRABLE RESULTS <i>After completing this module, students will leave with....</i>
Core Leadership Skills	<ul style="list-style-type: none">• the characteristics of a leader• the ability to differentiate between leadership and management• the ability to identify the three leadership pickles• an explanation of why spreading enthusiasm, inspiring confidence and demonstrating integrity are important leadership skills• a self-assessment of their proficiency in each of the three key leadership pickle skills• how to increase their leadership effectiveness
Valuing Diversity	<ul style="list-style-type: none">• a description of what valuing diversity is• The ability to analyze one’s own perceptions on diversity• The ability to display behaviors which value diversity• key factors for managing diversity• Assessing one’s own skills in handling diversity

Improved Communication through Emotional Intelligence	<ul style="list-style-type: none"> • A knowledge of bad listening skills • benefits of improved listening • a description and how to use different listening styles • critical dimensions of communication for leaders • the ability to assess emotional intelligence and its impact on the workplace • the practice of developing effective messages
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UNIT 2: BUILDING TEAMS

- **You have taken the “Establishing Teams” module and are ready to take your team to the next level.**
- **You need to set realistic expectations for your team, while challenging them to do more.**
- **You are now responsible for making (or assisting with) hiring decisions.**

If you answered yes to any or all of these statements, you are ready for the next step: Building Teams.

MODULE	TRANSFERRABLE RESULTS <i>AFTER COMPLETING THIS MODULE, STUDENTS WILL LEAVE WITH.....</i>
Starting out on the Right Foot (Interviewing and Hiring)	<ul style="list-style-type: none"> • the ability to plan, prepare and conduct a behavioral interview • the knowledge of how to conduct a legally defensible interview • the best orientation structure • a process of on the job training of a new employee
Defining Performance Expectations	<ul style="list-style-type: none"> • the ability to identify performance gaps and determine realistic expectations • the value of communicating clear performance standards • the ability to create measurable performance standards
Employment Law Essentials	<ul style="list-style-type: none"> • the ability to recognize when they are making a decision that is affected by a major federal law • the ability to recognize the provisions of some of the major laws which may impact the supervisory job • Knowledge of when to seek the advice of a human resources professional • Helping other employees and supervisors comply with various laws

UNIT 3: BUILDING TRUST AND PERFORMANCE

- You have taken the “Establishing Trust and Performance” module and have some employees who are still having difficulty in placing their trust in others.
- You understand the importance of your role as a supervisor in building trust and performance, but are being met with obstacles seemingly beyond your control.
- You are a pretty good coach, but could improve your feedback techniques.
- You are challenged by the aspect of being a fair evaluator, and are not totally comfortable with the disciplinary process.

If you answered yes to any or all of those statements, you are ready for the next step: Building Trust and Performance.

MODULE	TRANSFERRABLE RESULTS <i>AFTER COMPLETING THIS MODULE, STUDENTS WILL LEAVE WITH.....</i>
Coaching and Counseling	<ul style="list-style-type: none"> • The ability to distinguish between coaching and counseling and determine appropriate usage • coaching opportunities • the ability to provide feedback that encourages improvement • a coaching model and practice using it
Evaluating Performance	<ul style="list-style-type: none"> • Defining and practicing a formula for giving constructive feedback • Developing clear, written evaluations • Reciting the pitfalls that can turn evaluations into subjective judgments • The discovery of the right way to plan for formal evaluation, before, during and after
Productive Partnerships	<ul style="list-style-type: none"> • components of successful business/workplace partnerships • an understanding of the leader’s role in partnerships • the ability to identify difficult partnership situations • the ability to apply partnering skills

UNIT 4: ASSURING RESULTS

- You have taken the “Measuring Results” module and are ready to take the responsibility for getting the results you want.
- You find it challenging to make good, solid decisions in a changing environment.

If you answered yes to any or all of these statements, you are ready for the next step: Assuring Results.

MODULE	TRANSFERRABLE RESULTS <i>AFTER COMPLETING THIS MODULE, STUDENTS WILL LEAVE WITH....</i>
Managing Multiple Priorities	<ul style="list-style-type: none"> • the ability to identify the rewards of managing time better • the ability to identify techniques to set work priorities • the ability to identify “time robbers” and solutions to them • the ability to articulate basic organizational principles to deal with work priorities.
Making Solid Decisions	<ul style="list-style-type: none"> • the ability to identify the types of decisions made in organizations • a knowledge of the factors that influence decision making • A comparison between individual decision making and group decision making • The ability to use a decision making process
Leading in a Changing Environment	<ul style="list-style-type: none"> • An understanding of the potential impacts of change to the work team • A knowledge of their role and responsibilities in leading a change effort • strategies for coping with and leading change • ways to involve employees in the change process • the ability to use a model to introduce change to employees • a self assessment of one’s own current skills in leading through change and develop self improvement plans/strategies accordingly to ensure success

Cost?

Per unit (3 modules): \$199. Take the entire certificate program (4 units) and save \$32.00 over the cost of taking classes individually.

Classes may be taken individually: \$69 each. (Individual classes are not available for the Saturday morning scheduling option).