

## SUPERVISORY/LEADERSHIP TRAINING

### Who will Benefit?

This series is designed for new and emerging supervisors; team leaders who have responsibilities that include some supervisory responsibilities; employees who want to prepare for leading people, or even employees who realize that knowing how to get the best performance from fellow workers can benefit their own career.

### 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: ESTABLISHING RELATIONSHIPS**

- **Have you been promoted to a supervisor/team leader, without adequate training?**
- **Do you find it difficult to draw the line between being a friend/coworker versus being a supervisor/team leader?**
- **Are you challenged with maintaining working relationships between coworkers who have different personalities and values?**
- **Do you believe that communication is a key to motivating people?**

**If you answered yes to any or all of these questions, this unit is your first step toward establishing appropriate and productive workplace relationships with your subordinates. Join us and learn how to become more successful as a supervisor.**

<b>MODULE</b>	<b>TRANSFERRABLE RESULTS AFTER COMPLETING THIS MODULE, STUDENTS WILL LEAVE WITH...</b>
The Role of a Supervisor: Does the Shoe Fit?	<ul style="list-style-type: none"><li>• a thorough understanding of the formal role of a supervisor and the many hats that a supervisor must wear</li><li>• tools to assist them in carrying out their role</li><li>• techniques to support fair and ethical leadership practices</li></ul>
Understanding Personality Types	<ul style="list-style-type: none"><li>• an understanding of the uses of personality typing</li><li>• the knowledge of the various preference patterns and the ability to identify your individual personal style</li></ul>

	<ul style="list-style-type: none"> <li>• the ability to apply the knowledge of personality preferences to work situations</li> <li>• the ability to plan behaviors you believe will help you develop more satisfactory and productive relationships with a wider range of people</li> </ul>
Communicate for Results	<ul style="list-style-type: none"> <li>• a knowledge of the communication process and the impact of feedback</li> <li>• the definition of three major components of communication and their importance</li> <li>• the ability to identify their specific communication style and the strengths and pitfalls that go with it</li> </ul>

## UNIT 2: ESTABLISHING TEAMS

- **Are you and/or your management team concerned with employee morale?**
- **Do your employees find it difficult to function as a cohesive team, or to give credit to others?**
- **Would you like to feel more comfortable with delegating the right things to the right people for the right reason?**

**If you answered yes to any or all of these questions, this unit is for you! Join us to establish teams that work!**

<b>MODULE</b>	<b>TRANSFERRABLE RESULTS AFTER COMPLETING THIS MODULE STUDENTS WILL LEAVE WITH...</b>
Power of Accountability	<ul style="list-style-type: none"> <li>• the ability to ensure every task has a clearly defined owner and agreement</li> <li>• the ability to empower themselves to keep their agreements</li> <li>• the ability to hold others accountable for their agreements</li> <li>• accountability without being defensive</li> </ul>
Effective Delegation	<ul style="list-style-type: none"> <li>• the steps to effective delegation</li> <li>• the knowledge of what, when and to whom to delegate</li> <li>• ways to follow up on delegation</li> <li>• the benefits of delegating</li> </ul>
Motivating to Excel	<ul style="list-style-type: none"> <li>• the knowledge of how the basic motivation theory relates to workplace behavior</li> <li>• the competencies supervisors need for providing a motivating environment</li> <li>• a tool kit for employee reward and recognition</li> </ul>

## UNIT 3: ESTABLISHING TRUST AND PERFORMANCE

- **Do you sometimes sense an air of distrust between team members? Between employees and management?**

- Do you ever struggle with decisions that involve doing the right thing versus being loyal to employees or employers?
- Would you like your team to be more successful in working together toward common goals and objectives?

If you answered yes to any or all of those questions, this unit is for you! Join us to become a better coach and a trusted leader.

MODULE	TRANSFERRABLE RESULTS <i>AFTER COMPLETING THIS MODULE STUDENTS WILL LEAVE WITH....</i>
Working in an Ethical Manner	<ul style="list-style-type: none"> <li>• an understanding of the relationship between ethics, values and behavior</li> <li>• the ability to identify the ethical behavior of leaders and unethical business practices</li> <li>• the ability to analyze ethical dilemmas to determine the most appropriate response for the situation</li> <li>• the ability to apply steps for ethical decision making in the workplace</li> </ul>
Setting Goals and Objectives	<ul style="list-style-type: none"> <li>• A description of how to be successful at goal setting</li> <li>• SMART goals</li> <li>• objectives and action plans to meet goals</li> <li>• ways to measure progress against goals and for continuous improvement</li> </ul>
Leading Work Teams	<ul style="list-style-type: none"> <li>• the ability to differentiate between a group and a team</li> <li>• the behaviors of members of dynamic teams</li> <li>• elements of team effectiveness</li> <li>• a process for developing a team mission statement and “ground rules”</li> </ul>

#### UNIT 4: MEASURING RESULTS

- Are you sometimes uncomfortable with situations that involve personal conflict?
- Do you have “unsolved cases” involving quality, production or performance that you would like to resolve?
- Are the results you would like to see sometimes difficult to achieve because of vague expectations?

If you answered yes to any or all of these questions, this unit is for you! Join us and become the supervisor with the answers (instead of the problems)!

<b>MODULE</b>	<b>TRANSFERRABLE RESULTS AFTER COMPLETING THIS MODULE STUDENTS WILL LEAVE WITH.....</b>
Conflict Resolution	<ul style="list-style-type: none"> <li>• an understanding of the different ways in which people react in conflict situations</li> <li>• strategies to use in situations of conflict</li> <li>• the ability to recognize signs of workplace conflict</li> <li>• an approach to conflict resolution</li> </ul>
Planning for Results	<ul style="list-style-type: none"> <li>• the meaning of planning and its characteristics</li> <li>• the types of planning and the purpose of each</li> <li>• an outline and be able to practice the steps in the planning process</li> <li>• a practical application of at least one planning tool</li> </ul>
Analyzing and Solving Problems	<ul style="list-style-type: none"> <li>• a systematic model for problem solving</li> <li>• a knowledge of a process to first discern the root causes of a problem</li> <li>• a companion process to identify a range of possible solutions</li> <li>• the ability to use expansive thinking to generate a large array of ideas</li> </ul>

**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).