

Skills for Supervising

A Focus on People and Productivity

SUBJECTS INCLUDE:

- Effective Communications
- Teamwork
- Perception
- Brainstorming
- Paradigms
- Consensus Decisions
- Safety
- People Problems
- Coaching
- Performance Evaluations
- Diversity
- Effective training
- FMLA
- Motivating
- Innovation
- Effective Meetings
- Good Supervisor Work Habits
- Problem Solving
- Tools for Planning
- Tools for Analyzing
- Reaching Agreement
- Sexual Harassment
- The Hostile Workplace
- Counseling
- Dysfunctional Behavior
- Interviewing
- Email and the Internet
- Setting Personal & Professional Goals
- Employee Documentation
- Budgeting
- Planning
- Work Instruction Documentation
- An Improvement Process
- Improving Productivity and Efficiency
- The Real Cost of Errors
- Addressing Potential Workplace Violence
- Boomers, Gen X and Millennials

Workshop Format:

This workshop is participative and fast moving, combining short instruction periods, numerous group exercises, experience-sharing and role-playing to enhance the learning experience. Workshop exercises include: Best Friend Now Works For Me; Good Worker Wants Out; He Is a Relative of the Owner and He is Always Late; Negative and Positive Impact People; Older Worker Retired on the Job; Getting Customer Requirements; Gantt Charts; Fish Bones; Weighted Voting; Defining Problems; Say It In a Gentler Way; Performance Feedback and Counseling.

Currently, **over 800 individuals** from 108 local service, government and manufacturing organizations have attended this course.

Who Should Attend?

This course benefits individual contributors, lead persons, supervisors, managers, vice presidents, presidents and business owners. Previous attendees have had responsibilities in: human resources; office management; engineering; writing; safety; training; purchasing; sales; marketing; quality; construction; administration; production; security; hospitality; field operations; customer service and legal.

Registration

To register for this course, contact Daytona State College at (386) 506-4224 or parkerj@DaytonaState.edu.

We accept checks, credit card (MasterCard, VISA), purchase order or company billing for payment.

Center for
Business & Industry
www.theCBI.com

Dates: January 26, February 2, 9 and 16, 2012

Days: Four consecutive Thursdays

Time: 8 a.m. - 4:30 p.m.

Location: Daytona State College
Bergengren Hall (Bldg. 110, Rm. 249)
1200 W. International Speedway Blvd.
Daytona Beach, FL

Instructor: Ray C. Huther

Cost: \$295

For more information, call (386) 506-4224
or email parkerj@DaytonaState.edu



www.DaytonaState.edu

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