

Supervisory Leadership Certificate

Effective supervision is key to the success of any organization. Preparing new managers and updating experienced supervisors is just as important as training an employee to operate a complex piece of equipment. Just as untrained equipment operators can cause serious problems, so can untrained managers. Slippery Rock University's Supervisory Leadership Certificate will provide you with the credentials that set you apart and help you achieve your career goals. During this program, you will build the skills you need to supervise effectively, help your employees perform better and increase the productivity and profitability of your company.

Slippery Rock University's Supervisory Leadership Certificate is a comprehensive, skills-based series of programs consisting of 48 hours of high-impact training. The six required eight-hour programs are:

Management Fundamentals

Wednesday, September 9, 2009 – Slippery Rock University (320001:257)
Thursday, September 17, 2009 – Four Points Sheraton Pittsburgh North (320001:258)

Successful companies don't just have great employees. They have great managers and supervisors too. Managers and supervisors who know how to motivate employees to perform at peak effectiveness, obtain commitment from direct reports and lead workers through times of change. In this hands-on program, participants will be introduced to tools and techniques that they can use in working with their direct reports to achieve results day in and day out. Topics include Personality Type and Management Style: Creating a Better Work Environment and Coaching 101.

Making Yourself a Better Manager

Tuesday, October 6, 2009 – Slippery Rock University (320002:259)
Wednesday, October 14, 2009 – Four Points Sheraton Pittsburgh North (320002:260)

In many organizations, managers and supervisors are being asked to accomplish more with fewer resources. Therefore, it is more important than ever that managers and supervisors have the skills that allow them to work effectively and efficiently by utilizing time and staff to their fullest potential. This program covers the powerful tool of assertiveness to help managers and supervisors deal with conflict at all levels in the organization, delegation strategies that will reduce stress levels, empower staff members and build morale, time management techniques that help identify how and where to spend time, and practical guidance on how to develop the proper mindset, manage the process, and use the best decision-making tools and facilitation skills for leading effective meetings.

Mastering Motivation

Wednesday, November 4, 2009 – Slippery Rock University (320003:261)
Thursday, November 12, 2009 – Four Points Sheraton Pittsburgh North (320003:262)

For any leader, the word "motivation" provides a particular challenge, because motivation is required on more than one level. Leaders want to work with team members and employees who are motivated, and it's common knowledge that while motivation is contagious, bad attitudes can be as well.

This program will talk about issues related to employee attitudes, how to work to improve them and how to motivate employees in creative ways. In this day and age, many organizations find it necessary to motivate employees without the luxury of being able to use monetary incentives. Nonetheless, there are many ways to keep employees feeling positive about the work they do and the environment in which they do it. However, some leaders find themselves being in the position of having to motivate employees, when they, themselves are in need of motivation. This program takes an honest look at the issues that affect morale of employees and leaders and offers practical pointers on how to motivate yourself and those around you.

These programs may be taken individually for specific skill development or as a series to attain the Supervisory Leadership Certificate. All programs will be held from 8:30 AM to 4:30 PM and facilitated by Laura M. Magone, MBA. Each program is approved by Slippery Rock University for 6.5 contact hours (.65 CEU).

Price: \$249 per program includes materials and lunch

Sign-up for the entire series and save...attend all six for \$1299!!
When registering online, use Promo Code: SUPCET to receive the discount.

Delivering Crystal Clear Communication

Wednesday, December 2, 2009 – Slippery Rock University (320004:263)
Thursday, December 10, 2009 – Four Points Sheraton Pittsburgh North (320004:264)

In today's complex and competitive business world, lucid, effective communication is essential. It is the foundation on which companies and careers are built. Effective communication requires bringing together different points of view and relaying that information without losing clarity or focus. Whether it's a face-to-face conversation or an e-mail exchange, a meaningful message entails establishing a connection that leaves a powerful impression.

During this program, you will build skills and learn techniques to effectively interact with fellow employees, customers, etc. either one on one or in a group setting. You will explore the vital skill of listening, develop awareness of your communication style, learn how to "read" others so that you can communicate more effectively, examine how sound communication skills add value to business outcomes and customer satisfaction, practice delivering bad news in a respectful and productive manner, and understand giving and receiving feedback.

Building a Strong, Effective Team

Wednesday, January 6, 2010 – Slippery Rock University (320005:265)
Thursday, January 14, 2010 – Four Points Sheraton Pittsburgh North (320005:266)

The great Vince Lombardi once said, "Individual commitment to a group effort—that's what makes a team work, a company work, a society work, a civilization work." Great organizations know that by building high-performing teams they can leverage the skills and experiences of multiple professionals, resulting in more creative solutions than those reached by individuals acting alone.

Teamwork is both an individual skill and an attribute of a culture. It can be taught to individuals and cultivated throughout organizations. This program will train you on the use of tools and processes necessary for success in all stages of team building, from early development to ongoing assessment.

Correcting Problem Performance

Wednesday, February 3, 2010 – Slippery Rock University (320006:267)
Thursday, February 11, 2010 – Four Points Sheraton Pittsburgh North (320006:268)

Supervisors must ensure that everyone takes responsibility for performing his or her job as effectively as possible. Employees need training and coaching so they can manage their own performance. When these approaches aren't enough, leaders need to step in and take prompt and decisive action. During this program, participants will develop skills for addressing recurring or serious performance problems to get an individual's performance back on track and to build motivation for further improvement.