

## BUSINESS/PERSONAL DEVELOPMENT COURSES

### Supervision Skills

*Are people within your organization being asked to do more with less?*

*Is your environment shifting and changing?*

Because of the diversity and challenges in today's business environment, managers, team leaders, and supervisors more than ever need the basic tools to effectively manage the workforce of the new millennium. To meet this need the Center for Business, Industry and Manufacturing Technology at Asnuntuck Community College is offering Vital Learning's **Supervision Skills Training** plus an additional course in Stress Management. This popular training series utilizes behavior modeling to instill the basic foundations of interpersonal supervisory management. Teaching methodologies include lecture/discussion, videos, workbooks and team activities.

Additionally, anyone taking all sessions is eligible to request an on-line examination and earn 3 credits (fee charged) towards an undergraduate degree through Pima Community College in Arizona.

**Take all fourteen courses and the cost is \$2,025.00.**

**All costs are based on a class size of 10**

#### **1. Fundamental Skills of Managing - Required**

Managers and team leaders will learn to:

##### **Maintain Team Member Self-Esteem**

This is probably the single most important skill required of a manager or team leader. It is the ability to give orders, evaluate performance, correct work habits, deal with complaints, and resolve conflicts while supporting a team member's sense of self-respect and dignity.

##### **Focus on Behavior**

**Problems on the job are solved more effectively and less stressfully when managers and team leaders deal with what people do rather than with their attitudes or personal characteristics.**

##### **Encourage Team-Member Participation**

Involving team members in decision-making, problem solving, and other non-routine, on-the-job activities is one of the manager's or team leader's key motivational tools.

##### **Listen to Motivate**

The manager's or team leader's ability to listen actively is essential to inspire team member confidence and perform effectively.

CRN: 3419 PRFD M6305

Length: 6.5 hours

Time: 8:30 a.m. - 4:00 p.m.

Date: Wednesday, September 2, 2009

Instructor: John Birch

Cost: \$225.00 - includes workbook

#### **2. Fundamental Skills of Communicating - Required**

Managers and team leaders will learn to:

##### **Design Clear, Concise Messages**

Messages that are well designed are clear and concise. Managers and team leaders need to organize their thoughts and speak to each team member's level of understanding.

##### **Look for Non-Verbal Clues**

Voice tone, intonation, facial expressions, gestures, and postures are some of the nonverbal factors that managers and team leaders must understand and learn to use for effective communication.

##### **Listen to Communicate**

Effective communication cannot take place without effective listening, which includes the abilities to reflect, probe, support, and advise.

### **Overcome Barriers to Understanding**

Many kinds of psychological, cultural, and situational barriers to understanding exist. Managers and team leaders must learn to use the feedback process to overcome them.

**CRN:** 3420 PRFD M6306  
**Length:** 6.5 hours  
**Time:** 8:30a.m. - 4:00 p.m.  
**Date:** Wednesday, September 9, 2009  
**Instructor:** John Birch  
**Cost:** \$225.00 - includes workbook

### **3. Preparing for Change**

As the link between management goals and the frontline labor force, the manager or team leader is the key to preparing for change. Dealing with the “comfort level” of the team members and involving them in detailed discussions will facilitate their acceptance of new ways of doing things. This module shows managers and team leaders how to introduce change without inducing defensive reactions.

**CRN:** 3421 PRFD M6307  
**Length:** 3.25 hours  
**Time:** 8:30 a.m. - 12:00 p.m.  
**Date:** Wednesday, September 16, 2009  
**Instructor:** John Birch  
**Cost:** \$125.00 - includes workbook

*Requires Fundamental Skills of Managing & Fundamental Skills of Communication*

### **4. Dealing With Conflict**

Wherever people work together, conflicts arise. They may be simple misunderstandings that your managers and team leaders can clear up. Or they may reveal subtle, but pervasive morale problems that threaten to tear the delicate fabric of your organization. This module demonstrates to managers and team leaders how to explore a conflict and to get to the heart of the problem to correct it before it's too late.

**CRN:** 3422 PRFD M6308  
**Length:** 3.25 hours  
**Time:** 8:30 a.m. - 12:00 p.m.  
**Date:** Wednesday, September 23, 2009  
**Instructor:** John Birch  
**Cost:** \$125.00 - includes workbook

*Requires Fundamental Skills of Managing & Fundamental Skills of Communication*

### **5. Dealing With Complaints**

As the leaders on the front line, managers and team leaders are often the first to hear team member complaints. And though sometimes there may seem a barrage of whining, each complaint should be addressed and resolved. This module illustrates how to resolve the simple complaints and identify the “hidden agendas” that so often underlie the chronic grievances.

**CRN:** 3423 PRFD M6309  
**Length:** 3.25 hours  
**Time:** 8:30 a.m. - 12:00 p.m.  
**Date:** Wednesday, September 30, 2009  
**Instructor:** John Birch  
**Cost:** \$125.00 - includes workbook

*Requires Fundamental Skills of Managing & Fundamental Skills of Communication*

### **6. Using Positive Discipline**

This may seem like a contradiction in terms, but it doesn't have to be. Managers and team leaders will be shown how to change unacceptable team member behavior without causing bruised and resentful egos.

**CRN:** 3424 PRFD M6310

Length: 3.25 hours

Time: 8:30 a.m. - 12:00 p.m.

Date: Wednesday, October 7, 2009

Instructor: John Birch

Cost: \$125.00 - includes workbook

*Requires Fundamental Skills of Managing & Fundamental Skills of Communication*

### 7. Assigning Tasks Effectively

This module takes the participants step-by-step through the effective procedures for assigning tasks effectively. It illustrates how to form clear explanations, gain agreement, and confirm future plans and commitments with team members.

CRN: 3425 PRFD M6311

Length: 3.25 hours

Time: 8:30 a.m. - 12:00 p.m.

Date: Wednesday, October 14, 2009

Instructor: John Birch

Cost: \$125.00 - includes workbook

*Requires Fundamental Skills of Managing & Fundamental Skills of Communication*

### 8. Delegating Effectively

This module gives valuable insights into and practice of the three "W's" of effective delegation: When should team leaders delegate? Whom should they delegate to? What explanation should they give to team members? The module also demonstrates how to use delegation as a motivational tool.

CRN: 3426 PRFD M6312

Length: 3.25 hours

Time: 8:30 a.m. - 12:00 p.m.

Date: Wednesday, October 21, 2009

Instructor: John Birch

Cost: \$125.00 - includes workbook

*Requires Fundamental Skills of Managing & Fundamental Skills of Communication*

### 9. Developing Performance Standards

Unless your managers and team leaders are successful in spelling out the organization's specific goals, their team members are not going to know how to meet those objectives. This module demonstrates to participants how to establish specific, measurable, attainable, result-oriented and time-framed performance standards. It then illustrates the steps that gain team member agreement and commitment to those performance standards.

CRN: 3427 PRFD M6313

Length: 3.25 hours

Time: 8:30 a.m. - 12:00 p.m.

Date: Wednesday, October 28, 2009

Instructor: John Birch

Cost: \$125.00 - includes workbook

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### 10. Performance Assessments

This module shows how the experts do evaluation. First, relevant performance standards are established. Then, the team member's own performance evaluation is solicited. This accomplished, the stage is set for a summary evaluation that will be clear and credible to the team member.

CRN: 3428 PRFD M6314

Length: 3.25 hours

Time: 8:30 a.m. - 12:00 p.m.

Date: Wednesday, November 4, 2009

Instructor: John Birch

Cost: \$125.00 - includes workbook

*Requires Fundamental Skills of Managing & Fundamental Skills of Communication*

### 11. Coaching for Improved Performance

Once team member performance has been assessed, the team leader identifies specific areas that need improvement. This module presents to the participant how to demonstrate the needed skills to the team member and how to motivate him or her to pursue them. The results can prove rewarding for everyone involved.

CRN: 3429 PRFD M6315  
Length: 3.25 hours  
Time: 8:30 a.m. - 12:00 p.m.  
Date: Wednesday, November 11, 2009  
Instructor: John Birch  
Cost: \$125.00 - includes workbook

*Requires Fundamental Skills of Managing & Fundamental Skills of Communication*

### 12. Improving Employee Work Habits

Absenteeism...Repeated tardiness...Drug and alcohol abuse...Such is the stuff of which managers' and team leaders' headaches are made. But merely quoting company regulations to the recalcitrant worker won't solve the problem. The truly effective manager or team leader will translate the rules into codes of conduct meaningful to the team member and do it in a supportive, non-threatening way. This module depicts how it's done.

CRN: 3430 PRFD M6316  
Length: 3.25 hours  
Time: 8:30 a.m. - 12:00 p.m.  
Date: Wednesday, November 18, 2009  
Instructor: John birch  
Cost: \$125.00 - includes workbook

*Requires Fundamental Skills of Managing & Fundamental Skills of Communication*

### 13. Communicating With Your Manager

Most managers and team leaders realize the importance of upward communications, but few accept the responsibility for the quality and effectiveness of communicating with their own managers. Managers and team leaders will learn how to frame communication so that a desired result is achieved.

CRN: 3431 PRFD M6317  
Length: 3.25 hours  
Time: 8:30 a.m. - 12:00 p.m.  
Date: Wednesday, November 25, 2009  
Instructor: John Birch  
Cost: \$125.00 - includes workbook

*Requires Fundamental Skills of Managing & Fundamental Skills of Communication*

### 14. Managing Stress in the Workplace

Job related stress is directly related to a number of primary causes including interpersonal and the nature of the work itself. Stress seriously hinders the individual and an organization's ability to reach its full potential. Understanding your own behavioral style and the styles of those with whom you interact is an important criterion for reducing stress and enhancing effective communication with supervisors, peers, staff, customers and vendors. This module uses the DISC®\* model to help participants become more effective managers, supervisors, team leaders and team members. Previous participants have attested that this program has enriched all facets of their lives.

**\*DISC®: Dominant, Influencer, Steady-Relater, Cautious Individual/Personal Behavioral Profile**

CRN: 3432 PRFD M6318  
Length: 4.25 hours  
Time: 8:30 a.m. - 1:00 p.m.  
Date: Wednesday December 2, 2009  
Instructor: John Birch  
Cost: \$200.00 - includes DISC® materials.

Great things are happening at Asnuntuck Community College!  
Instructors are wanted to teach short-term day and evening courses.  
If you have a special skill, talent, or interest  
Share your knowledge and enthusiasm with others.

For more information please call (860) 253-3032