

"SUPER" Manager

Supervisory Skills Training

Learn what it takes to be a successful supervisor.



Spring 2015 Session



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Learn what it takes to be a successful supervisor.

SPRING 2015 SESSION



Testimonials

"This has been such a fun and informative workshop. I learned so much in this module and can put so much of it to work in my workplace to help make me a better supervisor."

Donna Warren, Gadsden School District

"I have already started improving my skills as a supervisor based on what I have learned."

Pat Morgan, Unit B Irrigation

"Great workshop! I would recommend it 100% to any person that is involved in management, supervises employees or will be in a supervision position in the future."

Enrique Marquez Housing America

These four flexible and interactive modules prepare supervisors and potential supervisors to become more effective in a diverse and ever-changing work environment.

Students may elect to complete all four modules or select only those most applicable to their goals. On exiting the series, students will receive a Certificate of Completion indicating the modules completed.

Continuing Education Units Awarded!

A total of 12 hours per module earns you 1.2 CEUs each.

Attend all four for 4.8 CEUs or 48 contact hours

Modern Supervision Challenges

Facilitator: Michelle Thomas
Jan 27, 29 & Feb 3, 5, 10, 12

Skills of the Supervisor

Facilitator: Margaret Mai
Feb 17, 19, 24, 26 & Mar 3, 5

Functions of the Supervisor

Facilitator: Kay Eldridge
Mar 10, 12, 17, 19, 24, 26

Supervision & Human Resources

Facilitator: Ron Corbin
April 14, 16, 21, 23, 28, 30

Location

AWC Entrepreneurial Center
1351 S Redondo Center Dr. ,
Room 170
Yuma, AZ 85365

Days and Time

Tue./Thur. at 5:30 - 7:30 pm

Investment Fees

\$129 per module
20% discount when you register and pay for all 4
\$155 Textbook (optional)

For more information:

(928) 317-7674



SPRING 2015

SUPERVISORY SKILLS TRAINING COURSE OUTLINE

Textbook: Supervision, Concepts & Skill-Building, 8th edition, Samuel C. Certo, McGraw-Hill

ISBN -9780077976880

MODERN SUPERVISION CHALLENGES: Chapters 1 - 5

On completion students will demonstrate an understanding of the roles and responsibilities of a successful supervisor in a fast-changing, diverse work environment:

- ◆ Identify the roles and responsibilities of a successful supervisor.
- ◆ List the characteristics of a good supervisor.
- ◆ Complete a self-analysis of basic supervisory skills.
- ◆ Analyze team-building and communications scenarios and write recommendations.
- ◆ Describe consequences suffered by organizations as a result of poor-quality work.
- ◆ Identify ways organizations measure their success in continuous quality improvement.
- ◆ Complete a self-analysis of personal work habits.
- ◆ Analyze quality control scenarios, including customer service issues, and write recommendations.

FUNCTIONS OF THE SUPERVISOR: Chapters 6 - 9

On completion students will demonstrate an understanding of the basic functions of a supervisor in reaching goals and objectives, organizational authority, characteristics of an effective leader, and creative problem solving and decision making:

- ◆ Describe types of planning that take place in organizations.
- ◆ Identify the supervisor's role in the planning process.
- ◆ Identify the types and tools for control in a supervisor's role.
- ◆ Identify the basic ways that organizations are structured.
- ◆ Discuss the benefits and challenges of a supervisor's role in delegation.
- ◆ Analyze different types of leadership styles supervisors can adapt for effectiveness.
- ◆ Explain how supervisors can develop and maintain good relations with their employees, managers and peers.
- ◆ Describe steps and guidelines to effective, rational decision making, both as a supervisor as well as group decision making.
- ◆ Describe guidelines for maintaining an environment where creativity thrives.
- ◆ Identify and provide a work application for each of the six functions of the supervisor.

SKILLS OF THE SUPERVISOR: Chapters 10 - 14

On completion students will demonstrate an understanding of and competency in using six supervisory skills. These skills include: Communications; Motivating Employees; Improving Productivity; Supervising "Problem" Employees; Managing Time and Stress; and Managing Conflict and Change:

- ◆ Describe the process of communication.
- ◆ Identify the different communications styles and how the supervisor can use the formal and informal communications network in the organization to his/her advantage.
- ◆ Identify the relationship between motivation and performance.
- ◆ Explain when financial incentives are likely to motivate employees.
- ◆ Identify ways supervisors can motivate their employees.
- ◆ Identify common types of problem behavior among employees.
- ◆ Explain why and when supervisors should counsel employees.
- ◆ Describe steps and guidelines to effective discipline of employees.
- ◆ Identify time wasters and how to control them and gain control of your time.
- ◆ Identify ways organizations, including supervisors, can help their employees manage stress.
- ◆ Define types of conflict.
- ◆ Identify sources of change, and explain why employees and supervisors resist it.
- ◆ Describe how supervisors can overcome resistance and implement change.
- ◆ Describe the types of power supervisors can have.

SUPERVISION AND HUMAN RESOURCES: Chapters 15 - 17

On students will demonstrate an understanding of the roles and responsibilities of a supervisor in relation to employee selection, orientation and training, performance appraisals, disciplinary action and impact of the law:

- ◆ Identify the role of the supervisor in the selection process.
- ◆ Discuss legal issues involved in selecting employees.
- ◆ Explain the purpose and benefit of new employee orientation.
- ◆ Describe methods in coaching and evaluation in supporting the orientation and training process.
- ◆ Explain the purposes of performance appraisal.
- ◆ Review types of Performance Appraisals.
- ◆ List the government regulations on safety and health.
- ◆ Discuss Labor Relations: The supervisor's role.
- ◆ Analyze ethics as it relates to the role of the supervisor.

Learn from our local, experienced and talented facilitators.



Michelle Thomas is presently the program director for the Arizona Western College Student Support Services (KEYS) Program in Yuma, Arizona. Michelle is currently pursuing a doctorate degree in educational leadership with an emphasis in curriculum and hopes to complete it by the end of 2015. In addition to her day job, she teaches communication classes for University of Phoenix Yuma Campus and psychology classes for Arizona Western College in the evenings. For the past 12 years Michelle has facilitated numerous workshops for local businesses, schools, and organizations in the Yuma community offered by AWC's Continuing Education Department. Michelle Thomas embraces the opportunity she has on a daily basis to touch the lives of others through the sharing of knowledge. She believes learning is a lifelong process that should be fun, collaborative, and empowering.



Kay Eldridge has been providing training and development activities for a variety of employees and business cultures. She has trained in the public and private sectors for the last 15 years on topics for employee and supervisor development, policy implementation, creative thinking and other skills useful in a work environment. A graduate of Northern Arizona University, and a certified Professional in Human Resources (PHR), she has been a full time Human Resources manager for the last 20 years, overseeing various HR areas for a large non-profit agency and currently at the City of Yuma.





Margaret Mai is currently self-employed. She currently works with Arizona Western College and with the City of Yuma. Margaret has served on the National Association for Family & Community Education Board and served as the National President from 2004-2006. Born in Russell, KS, she has lived in Yuma for many years. She raised her three children in Yuma. Margaret attended training at the Josephson Institute of Ethics; Effectiveness Institute; and Family Community Leadership. She is a Certified Trainer for all. She has written materials for many workshops and presented at conferences around the U.S. and, of course, in Yuma. Margaret worked for the University of Arizona Cooperative Extension, Yuma, as an Educational Specialist in both Family Consumer Health Sciences and 4-H.



Ron Corbin, Director of Human Resource for the City of Yuma was previously the director of human resources for the town of Oro Valley north of Tucson and had served before that as the deputy HR director for Yuma County. Corbin's family has strong ties to the Yuma area. "Both of our children graduated from Cibola, so I'm glad to have a chance to give back to this great community that helped me raise my kids." Corbin is pleased he will be able to affect the community from behind the scenes. "In human resources, we don't build roads, we don't put out fires, but we have the ability to help departments provide better service by helping departments attract and retain highly qualified employees," he said. "If we can do the human resources part well, everyone in the organization can do their job better, and that in turn improves the service our customers receive."

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REGISTRATION FORM (MAIL, EMAIL OR FAX)

Modern Supervision Challenges	Jan 27, 29 & Feb 3, 5, 10, 12	<input type="checkbox"/>	\$129
Skills of the Supervisor	Feb 17, 19, 24, 26 & Mar 3, 5	<input type="checkbox"/>	\$129
Functions of the Supervisor	Mar 10, 12, 17, 19, 24, 26	<input type="checkbox"/>	\$129
Supervision & Human Resources	April 14, 16, 21, 23, 28, 30	<input type="checkbox"/>	\$129
 20% off when you register and pay for all four 		<input type="checkbox"/>	\$516 Only \$412
Textbook is optional. It covers all 4 modules and is a great reference tool. Supervision, Concepts & Skill-Building, 8th edition, Samuel C. Certo, McGraw-Hill ISBN: 9780077976880		<input type="checkbox"/>	\$155

Name _____ Organization/Business _____

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Form of Payment	
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<input type="checkbox"/>	VISA, MasterCard, Discover (in person or by phone by calling 928-317-7674)
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Return Registration Form to:

AWC Entrepreneurial Center, 1351 S. Redondo Center Drive Yuma AZ 85365

Email to: continuing.ed@azwestern.edu

Phone (928) 317-7674 Fax to: (928) 317-7615

Refund/Cancellation Policy

A 100% refund is granted or another individual may attend in your place if a request is made two working days prior to the start of class. A 50% refund will be issued if notice is received less than two working days prior to class start date. No refunds will be issued after the first day of class.