



Management & Supervision (Certificate)

Coming Spring 2011

Learn the skills needed to effectively manage and supervise others.

www.scsutrainning.com/MGMT

What the course offers...

The series will develop basic supervisory skills or prepare employees for supervisory positions. It centers on skill development through the use of adult learning techniques such as self-assessment, descriptions and demonstrations of correct behavior/actions, observation of models of correct behavior and skills used correctly, role-playing, feedback and assignments that can be employed on the job. The instruction emphasizes the transfer of skills to a specific situation.

What you'll learn...

The 9 learning topics cover a broad spectrum of important information.

- **Managing and Leading People**
- **Effective Interpersonal Communication**
- **Giving and Receiving Effective Feedback**
- **Motivating Employees**
- **Performance Appraisal**
- **Effective Discipline**
- **Group and Team Dynamics**
- **Managing Problem Behaviors**
- **Resolving Conflict Constructively**

Who should attend...

Anyone who wants to upgrade their skills in the practical aspects and applications of the techniques covered.

This workshop is designed especially for businesses that want to improve the skills of their employees who wish to move into management and supervisory positions.

Participants who complete the 9, three-hour sessions will receive a certificate of completion reflecting 2.7 continuing education units.

Questions? Contact Tammy@scsutrainning.com or 320.308.4252.
To register or for more information or visit our website at:

www.scsutrainning.com/MGMT