

**2009**  
**Supervisory Development Program**  
**Course Description/General Information**

See attached schedule for dates and times

**LEADERSHIP**

**Fundamentals of Leading Others**

- Basic tenets of Leading
- Cultivating accountable employees
- Motivating and retaining employees

**COMMUNICATION**

**Communication with Style-DiSC**

Awareness of communication styles

- Identification of individual communication and personality styles
- Methods of identifying the styles of others
- Strategies for flexing communication styles for efficient communication

**Fundamentals of Communication**

- Getting your Message Across: Message Design
- The Role of Non-verbal Communication
- Active Listening

**Giving Constructive Feedback**

Communicating the constructive purpose for the recipient

- Begin Specific
- How to say it so they will “hear” it.

**Dealing with Emotional Behavior**

- Handling your own emotions when the pressure is on
- Staying in control of the situation
- Getting the situation back to a productive encounter

**Staff Selection**

Defining what you need. Preparing an effective search

- Interviewing
- Evaluating the options and choose the candidates

**Coaching Employee Performance**

**Setting Performance Standard and Expectations**

**Teaching Job Skills**

**Taking Corrective Action**

**Assessing Employee Performance**

**Manage Conflict with Style**

Recognizing what is motivating disruptive behavior

- Moving a person from conflict to cooperation
- Five methods of handling conflict

**Summary/Evaluations**

**GRADUATION/RECOGNITION EVENT**

**GENERAL INFORMATION**

All programs are 3.5 hours in length. Program times: **AM SESSIONS: 8:30-Noon PM: SESSIONS:1-4:30**