

Whether you're a manager now, or hope to be one soon — we can help you reach your goals.

WE'VE DONE IT FOR MORE THAN 10,000 MANAGERS SINCE 1979.



Take just one seminar. Or, go further and earn your Supervisory Management Certificate.

DO YOU... Want to learn more about a specific management issue? Register for the seminar that matches your professional development goal. Want to document your skills, knowledge and experience? Then earn the Supervisory Management Certificate and move your career forward.

OUR SUPERVISORY MANAGEMENT CERTIFICATE PROGRAM IS

PRACTICAL — Start with the basics that provide tips, tools, and proven strategies for management success.

ADAPTABLE — Select a specific issue which meets your professional development needs.

REALISTIC — Take up to five years to attend the six, two-day seminars needed to earn your Certificate. Seminars are scheduled throughout the year. Complete the requirements in just a few months or space out attendance over years. It's your call.

INVALUABLE — In addition to learning from top-notch facilitators, you benefit by networking and sharing best practices with others who have similar management concerns.

NON-CREDIT — Just meaningful, pertinent discussion of practical ideas which can be implemented immediately.

EARN YOUR CERTIFICATE

The **three core seminars, SUPERVISORY MANAGEMENT 1, 2 AND 3**, are required. Choose three elective seminars that best meet your management development goals to complete the certificate requirements. You receive the **Supervisory Management CERTIFICATE** upon completion of the six, two-day seminars.

The **three core seminars** provide a complete overview of the basics essential to your successful transition from an independent contributor to a member of the management team. These skills are vital to your success managing a work group.

The **three elective seminars** create a customized learning experience to fit your career goals. Topics include: improving efficiency, managing a diverse workforce, maximizing performance, enhancing negotiation skills, managing change, improving team communication, or building your on-the-job training skills. Elective seminars may be taken without enrolling in the certificate program.

"Today's business climate demands that we set ourselves apart from the crowd. A Supervisory Management Certificate in your professional development portfolio is a testament to your professionalism."

SMCP CERTIFICATE HOLDER

The Supervisory Management Certificate Program is offered collaboratively by the UW-Eau Claire and UW-La Crosse Small Business Development Centers. Programs attended at either campus will count toward the completion of your Certificate.

UW-Eau Claire Small Business Development Center
715-836-5811 | 800-582-5182
Ask-SBDC@uwec.edu
www.uwec.edu/ce

UW-La Crosse Small Business Development Center
608-785-8782
sbdc@uwlax.edu
http://www.uwlax.edu/sbdc/

WE WILL COME TO YOU

In-house presentations tailored to your workforce needs are available. Most topics addressed in our public seminars are easily scheduled at a time and place convenient for you. Contact your university program manager to discuss how to bring top-quality learning to your business.

"I see a real difference in our managers who have earned their Supervisory Management Certificate. They retain what they've learned, put it to use every day, and are much more confident and effective."

HR MANAGER

No tests. No homework. What are you waiting for?

Connecting Campus and Community!



www.uwec.edu/ce

University of Wisconsin-Eau Claire
Continuing Education / UW-Extension
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What are you waiting for? Take the next step.

2009-2010

SUPERVISORY
MANAGEMENT

SUPERVISORY
MANAGEMENT

2009-2010

Invest in Yourself. Advance Your Career.



Seminars in Eau Claire to improve essential leadership skills

UNIVERSITY OF WISCONSIN

EAU CLAIRE
EXTENSION



Core Seminars

SUPERVISORY MANAGEMENT 1

First-line managers need good leadership skills. Topics: (1) the transition to management; (2) analyzing leadership styles; (3) motivating employee performance; and (4) dealing with non-performance. Supervisory Management 1 is an excellent introduction for new managers facing the challenges of leading a work group.

SUPERVISORY MANAGEMENT 2

Supervisory Management 2 concentrates on four critical management concerns: (1) orienting people to your work unit; (2) understanding your communication behaviors; (3) managing time; and (4) empowering your people through delegation. We build on the leadership skills learned in the first seminar and focus on maintaining a productive work group.

SUPERVISORY MANAGEMENT 3

Communicating clear, specific expectations to your people is critical to operational effectiveness. Giving feedback during day-to-day coaching sessions as well as during formal performance reviews is an essential skill. We discuss why there is resistance to performance assessment, how to establish job expectations, and how to conduct coaching sessions.



Elective Seminar Topics

BUILDING A COMPETENT WORKFORCE

[formerly Techniques for On-the-Job Training]

Chuck Levine, instructor

Trainers are made, not born! Learn practical skills and techniques to improve your on-the-job training and job coaching. Ensure consistency from trainer to trainer, or session to session, through job documentation, training checklists, organized training aids, and tracking skill achievement. Practice adapting to four types of learners and learn to modify your training to engage each learner's style. You receive immediate feedback from case studies, exercises and role plays which reinforce new skills.

DEVELOPING CHANGE RESILIENCE

Christine Geissler, instructor

Change creates commotion and emotion. No one is exempt from change, and our success depends upon how well we adapt. This new seminar describes six sequential stages of change that work in concert with how our brains process information when new situations are encountered. The challenge is to move through change with minimal damage to our blood pressure, confidence, relationships and career. You will gain perspective, discover practical tools, identify resources and create success strategies for progressing through the change cycle. Move your firm a step closer to being change resilient.

IMPROVING MANAGERIAL EFFICIENCY

Michael Kiefer, instructor

Ever-increasing business demands require us to do more, faster! This no-nonsense seminar will help you gain productive work time. You will learn techniques for paper handling, prioritizing and organizing work, project planning, accelerated learning, speed-reading, mind mapping, and memory enhancement which will help you be more efficient and reduce stress.

IMPROVING TEAM COMMUNICATION

Claire Kilian, instructor

Often productivity requires the cooperation of others, but we have no formal authority. Providing critical feedback, contributing to creative discussions, determining task assignments can be challenging when the other team members are peers. Discover how constructive use of persuasion skills can boost team problem solving. Identify "moments of opportunity" that improve your chances to influence creativity or decisions. And learn how to manage your response to others to avoid falling into emotional traps that sabotage group effectiveness.

MANAGING PROJECTS AND PROJECT TEAMS

Michael Kiefer, instructor

How do you generate buy-in, enlist power brokers for project support, solve unexpected problems, and develop strategies for handling crisis situations? Instructor Michael Kiefer will share long-range tips for running efficient team meetings, and give you a proven overview system for organizing multiple projects.

MANAGING YOUR DIVERSE WORKFORCE

Scott Dickmeyer, instructor

Every workforce is a complex mix of people. As a result, every supervisor manages a diverse workforce. How can you adapt to differences and manage men and women in different age groups with a wide range of past experiences? What can be done to overcome barriers to productivity, communication, and work satisfaction? Instructor Scott Dickmeyer will give you techniques to help all employees thrive.

MAXIMIZING PERFORMANCE

Bob Pecor, instructor

This seminar focuses on (1) creating an environment for excellence; (2) identifying what you are really rewarding; (3) fine-tuning your coaching and goal-setting techniques; (4) diagnosing performance problems; (5) turning around undesirable behaviors and rewarding desirable behaviors.

NEGOTIATION SKILLS

Tony Nagle, instructor

We negotiate constantly — project deadlines, work assignments, budget and human resource allocations. Learn how to negotiate win-win outcomes more effectively and efficiently, whether an everyday interaction or a specialized contract or conflict situation.

www.uwec.edu/ce/business/SupervisorManage.htm 1-800-582-5182

CONNECTING CAMPUS AND COMMUNITY

Eau Claire Sweetwaters Restaurant
EXIT 65 FROM I-94, JUST OFF HWY. 37 AND 12

For Registration or More Info

PH : 715-836-5811 | 800-582-5182

FX : 715-836-5263

WB : www.uwec.edu/ce/reg.htm

EM : ce@uwec.edu

ML : Supervisory Management
P.O. Box 4004
Eau Claire, WI 54702-4004

SEMINAR DATES & TIME

Please see the dates listed below. Seminars meet from 8:30 a.m.-4:00 p.m.

CONFIRMATION

Prior to the seminar, you will receive a letter with a link to directions to the seminar site and lodging information. Parking permits will be included if needed.

INDIVIDUAL COURSE FEE

\$425/person/seminar. Fee includes refreshment breaks, luncheons, materials and instruction. Payment required with registration. Please make checks payable to UW-Eau Claire. Fees are subject to change after Dec. 31, 2009.

SAVE MONEY WITH DISCOUNTS

Series fees and group discounts save you \$50 per person per seminar. Registrations must be received together to qualify for discounts.

Series Discount Fee

\$1125/person to register for Supervisory Management 1, 2 and 3 in one twelve-month period.

Group Discount Fee

\$375 per person per seminar for 3 to 5 people from the same firm to attend the same session.

REFUND POLICY, TRANSFER FEES

You may cancel or transfer your registration up to five business days before a program's start date. If you cancel or transfer fewer than five business days prior to the start date, a \$50 administrative fee will be assessed. If you cancel or fail to attend the day of the event, you are responsible for the full fee. Full refunds are given if a program is cancelled or full. You may substitute another person for your registration at any time. Call the Continuing Education office at 715-836-5811 or 800-582-5182 for assistance.

ACCOMMODATIONS

Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Please contact Jim Mishefske at 715-836-5811 or toll-free 800-582-5182, or use the Wisconsin Relay System by dialing 711-715-836-5811.

University of Wisconsin-Eau Claire Continuing Education reserves the right to cancel any program due to insufficient enrollment or other administrative reasons, as well as the right to limit enrollment to ensure quality. In the event of a UW-Eau Claire Continuing Education cancellation, a full refund will be issued.

An EEO/Affirmative Action employer, University of Wisconsin provides equal opportunities in employment and programming, including Title IX and ADA requirements.

Registration Form 2009-2010

SUPERVISORY MANAGEMENT 1				
Eau Claire	Sept. 17-18	2009	B401-101	
Eau Claire	Dec. 3-4	2009	B411-102	
Eau Claire	Mar. 25-26	2010	B461-103	
SUPERVISORY MANAGEMENT 2				
Eau Claire	Oct. 15-16	2009	B402-102	
Eau Claire	Jan. 21-22	2010	B452-103	
Eau Claire	April 29-30	2010	B462-104	
SUPERVISORY MANAGEMENT 3				
Eau Claire	Nov. 12-13	2009	B403-102	
Eau Claire	Feb. 25-26	2010	B453-103	
Eau Claire	June 3-4	2010	B463-104	

BUILDING A COMPETENT WORKFORCE				
Eau Claire	Sept. 23-24	2009	B501-101	
DEVELOPING CHANGE RESILIENCE				
Eau Claire	May 7-8	2009	B7558-094	
IMPROVING MANAGERIAL EFFICIENCY				
Eau Claire	Feb. 4-5	2010	B550-103	
IMPROVING TEAM COMMUNICATION				
Eau Claire	Nov. 5-6	2009	B502-102	
MANAGING PROJECTS AND PROJECT TEAMS				
Eau Claire	April 8-9	2009	B551-104	
MANAGING YOUR DIVERSE WORKFORCE				
Eau Claire	June 11-12	2009	B656-094	
MAXIMIZING PERFORMANCE				
Eau Claire	Oct. 8-9	2009	B601-102	
NEGOTIATION SKILLS				
Eau Claire	Mar. 18-19	2010	B650-103	

Please check seminar(s) and date you plan to attend.

New! More than 250 non-credit online courses and certificate programs. Learn anytime, anywhere. <http://www.ed2go.com/uwecce/>

Detach form and mail with payment to:
Supervisory Management, P.O. Box 4004, Eau Claire, WI 54702-4004

NAME		JOB TITLE	
COMPANY NAME			
ADDRESS 1			
ADDRESS 2			
CITY / STATE / ZIP			
HOME ADDRESS			
CITY / STATE / ZIP			
WORK PHONE (WITH AREA CODE)		HOME PHONE (WITH AREA CODE)	
E-MAIL ADDRESS			
PAYMENT INFORMATION			
Course fee: \$425 per person/seminar.			
Group fee: \$375 per person for 3-5 people from the same firm for the same class. (Discount registrations must be received together.)			
Series fee: \$1,125 per person for Supervisory Management 1, 2 and 3 in one location.			
<input type="checkbox"/> Check or Purchase order enclosed. P.O. # _____ (Payable to UW-Eau Claire)			
<input type="checkbox"/> VISA <input type="checkbox"/> Mastercard		This is a <input type="checkbox"/> personal card, <input type="checkbox"/> company card	
CREDIT CARD NUMBER			CARD EXPIRES
PRINT CARDHOLDER'S NAME		CARDHOLDER'S SIGNATURE	
FOR OFFICE USE:	AMOUNT	CUST ID	CO ID
			B3