



Supervisory Management CERTIFICATE PROGRAM 2011-12 SEMINARS

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SUPERVISORY MANAGEMENT 2011-12



Used to be part of the team — now she leads it.

Supervisory Management CERTIFICATE PROGRAM

Invest in Yourself. Advance Your Career.



www.uwec.edu/ce/cbs



Become a More Confident and Effective Manager. Discover how to reach your goals. We've helped more than 10,000 managers since 1979.

Sign up for a single seminar or document your skills, knowledge and experience by earning your Supervisory Management Certificate.

- Make your transition into management successful.
• Increase your confidence as a team leader, supervisor or manager.
• Network and benefit from sharing experiences with professionals who do what you do.

Your organization will be more successful and your coworkers happier.

Certificate Requirements:

- 1. Three core seminars: Supervisory Management 1, 2, and 3.
2. Three elective seminars.
3. Take up to five years to complete the requirements.

www.uwec.edu/CE/programs/business/smcp.htm

Who should attend?

- Managers
• Supervisors
• Project Managers
• Team Leaders
• Small Business Owners
• Aspiring Managers and Supervisors
• Anyone who manages the work of others

Whether you work in an office or agency, a healthcare or manufacturing facility, a financial institution or small business, attend these seminars and get the training you need to manage your workgroup.

Sponsored by



INSTRUCTORS

Bob Pecor, a professional effectiveness consultant, helps people identify solutions to performance problems focused on both the individual and the organization.

Scott Lester, Ph.D., Professor of Management, University of Wisconsin-Eau Claire, holds a Ph.D. in Organizational Behavior.

Mike Krutza and Jodi Wiff are partners in Lighthouse Leadership, an executive coaching company.

Jim Dahl has 40+ years of consulting and private sector experience which includes working as Director of Corporate Training for SUPERVALU, Inc.

Michael Monroe Kiefer, a management development, project management, and accelerated learning trainer, founded the POWERMIND research project in the early 90's.

Claire McCarty Kilian, Ph.D., is Professor of Management and Human Resources in the MBA Program at University of Wisconsin-River Falls.

Chris Hinrichs, Executive Educator, University of Wisconsin-Madison, specializes in human relations, leadership, and team development.

Christine Geissler is Director of HR Strategy for Purina PetCare Division of Nestle, the world's largest global food company.

Nicole J. Schultz, Ph.D., is an Assistant Professor of Organizational Communication at University of Wisconsin-Eau Claire.

CORE COURSES

Supervisory Management 1 (Lester, Pecor)
EAU CLAIRE February 23-24, 2012 | September 20-21, 2012
HUDSON APRIL 5-6, 2012 | SEPTEMBER 13-14, 2012

Moving to a decision-making role introduces a new range of responsibilities. Learn how you can make this transition smoother and less stressful. Explore the advantages and disadvantages of six leadership styles. Examine your responsibility for employee performance and discover why people do not always do what is expected. Master motivation techniques and practical coaching strategies focused on results.

Supervisory Management 2 (Lester, Pecor)
EAU CLAIRE MARCH 29-30, 2012 | OCTOBER 25-26, 2012
HUDSON MAY 3-4, 2012 | OCTOBER 11-12, 2012

Supervisors often put in long hours and find management activities hectic and demanding. Learn proven time management and delegation techniques that empower you and your staff. Find out how to integrate new workers into your team and identify strategies for developing commitment and long-term productivity. Explore the role of communication in the organization, enhance your listening skills, and investigate ways to use feedback to improve performance.

Supervisory Management 3 (Lester, Wiff/Krutza)
EAU CLAIRE MAY 10-11, 2012 | DECEMBER 6-7, 2012
HUDSON JUNE 7-8, 2012 | NOVEMBER 15-16, 2012

Do you dread the performance appraisal process? Explore ways to focus appraisals on data and observations and learn how to conduct positive performance appraisal meetings. Examine techniques for communicating clear, specific expectations and giving timely, constructive feedback. Discover how coaching differs from supervising and master valuable coaching techniques.

There is a real difference in 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.

The **Hudson programs** are being offered by the University of Wisconsin-Eau Claire in collaboration with the University of Wisconsin-River Falls and the St. Croix Economic Development Corporation.

LOCATIONS
HUDSON:
 Citizens State Bank
 375 Stageline Road, Hudson, WI
www.csbn.net/a_locations.htm#Hudson
EAU CLAIRE:
 Americas Best Value Inn – Campus View,
 809 Clairemont Avenue, Eau Claire WI
www.abvcampusview.com

FEE
 \$450 per seminar | Discounts: Get a \$50 per seminar discount for three or more registrations. Registrations may be any combination of attendees or seminars and must be received at the same time. Payment is required with registration. Fee includes seminar, materials, lunch, refreshments.
TIME
 8:15 a.m. check in; 8:30 a.m. program begins; 4:00 p.m. program ends

CEUS (Continuing Education Units)
 1.5 CEUs per seminar | 9.0 CEUs for certificate
ACCOMMODATIONS
 Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Please contact Steve Isaacson at 715-836-5811 or toll-free 800-582-5182, or use the Wisconsin Relay System by dialing 711-715-836-5811.

CANCELLATION POLICY
 You may cancel or transfer your registration up to 5 business days before the start date. If you cancel or transfer fewer than 5 business days before the start date, a \$50 administrative fee will be assessed. If you do not attend the event, you are responsible for the full fee. If SBDC cancels, we will refund the entire program fee. You may substitute another person for your registration at any time. Call us for assistance, 715-836-5811.

The Small Business Development Centers are members of the Wisconsin Entrepreneurs' Network, a coalition of more than 100 partner organizations which provide access to services for small business throughout Wisconsin. The Universities are partners in education with University of Wisconsin-Extension and the U.S. Small Business Administration. The SBDC is funded in part through a cooperative agreement with the U.S. Small Business Administration. All opinions, conclusions or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA.

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ELECTIVES

Managing the Multigenerational Workforce (Schultz)
ONLINE FEBRUARY 20 – MARCH 9, 2012
 Leading a multigenerational work group can be a daunting challenge. In this three-week online seminar, you will explore generational differences in work ethic, communication styles, media use, and attitudes toward teamwork. Learn best practices for bridging generational work differences and generate ideas for resolving potential conflicts. Total time commitment is 15 hours. Visit our website for details.

NEW PROGRAM! Leading Customer Service (Dahl)
EAU CLAIRE APRIL 19-20, 2012
 A customer-centric culture focuses on improving the customer experience. Discover powerful tools for analyzing and improving business processes to enhance the experience of both internal and external customers. Practice leadership skills that inspire team commitment to customer service and develop action plans that can be put to use immediately.

Improving Team Communication (Kilian)
HUDSON APRIL 26-27, 2012
 Enhanced team communication improves results, reduces turnover and helps accomplish goals. You may not have formal authority over team members, but you are in control of your communication. Improve your persuasion skills and learn to give and receive constructive, behaviorally-based feedback. Learn how to reduce defensiveness and maintain strong working relationships.

Improving Managerial Efficiency (Kiefer)
EAU CLAIRE MAY 17-18, 2012
 Business success demands that you do more in less time — and do it better. Discover how you can gain valuable concentrated work time. Learn practical techniques for prioritizing, organizing, project planning, handling paperwork, accelerated learning, speed-reading, mind mapping, and memory enhancement.

Maximizing Performance (Pecor)
EAU CLAIRE MARCH 1-2, 2012
 Discover strategies for obtaining peak performance from employees. Diagnose performance issues and uncover underlying motivations. Understand goals and “satisfiers” and learn best practices for providing recognition and rewards. Improve your coaching capabilities through proper preparation and the application of five steps proven to address non-performance.

Being able to discuss with your peers what it's like to move from co-worker to manager is invaluable! It helps to know how other companies handle things and to hear how others deal with the pros and cons of an approach.

Developing Change Resilience (Geissler)
HUDSON NOVEMBER 3-4, 2011
EAU CLAIRE OCTOBER 4-5, 2012
 Career success depends upon how well you adapt to constant change. This workshop will bring you and your team to a level of change readiness you never thought possible. Examine six predictable stages of change which work in concert with how the brain responds to new situations. Learn how to lead your team through each stage of change to accomplish your goals and meet the demands of today's dynamic workplace.

Managing Projects and Project Teams (Kiefer)
EAU CLAIRE OCTOBER 13-14, 2011
 OCTOBER 18-19, 2012

Successful project management requires a unique set of leadership skills. Learn how to select team members, enlist power brokers and assign tasks to those most capable. Apply tools for planning and tracking, quality control tests, project review analysis and crisis management. Learn how to conduct effective project meetings that reflect the importance of establishing clear goals and milestones.

Negotiation Skills (Dahl)
HUDSON NOVEMBER 1-2, 2012
 Achieving positive outcomes is key to management success. Because you negotiate daily, you need to master the negotiation process. Examine your “hot buttons” and practice techniques for controlling your emotions. Apply strategies that enable you to uncover the interests behind positions and identify options for mutual gain. Learn how to overcome five common obstacles and reach satisfying agreements for both parties.

Dealing with Conflict (Hinrichs)
EAU CLAIRE NOVEMBER 10-11, 2011
 NOVEMBER 29-30, 2012

Avoiding conflict can increase the frequency and intensity of future conflicts. Develop the critical skills that can turn potential conflict into discovery, self-confidence, and increased personal power. Discover how conflict is influenced by role expectations, perceptions, feelings, and past experiences. Learn a structured approach to building collaborative relationships.

5 Ways to Register

ONLINE www.uwec.edu/CE/programs/business/smcp.htm
PHONE 715-836-5811 | toll free 1-800-582-5182
FAX 715-836-5700 | toll free 1-800-835-3755
MAIL UW-Eau Claire Continuing Education | PO Box 4004 | Eau Claire, WI 54702-4004
IN PERSON 210 Water Street, Eau Claire | 7:45 a.m. – 5 p.m., M-F
QUESTIONS? Call or email ce@uwec.edu

Registration Supervisory Management Certificate Program

Please copy this form for each person attending and mail or call in all registrations together. Payment is required with registration. Use blue or black ink. Thank you!

COST: \$450 per seminar OR a discounted rate of \$400 for three or more registrations. Registrations may be any combination of attendees or seminars AND registrations must be received at the same time to receive the discount.

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

SUPERVISORY MANAGEMENT 1				
	Eau Claire	2012	February 23-24	12B450
	Eau Claire	2012	September 20-21	13B400
	Hudson	2012	April 5-6	12B453
	Hudson	2012	September 13-14	13B403
SUPERVISORY MANAGEMENT 2				
	Eau Claire	2012	March 29-30	12B451
	Eau Claire	2012	October 25-26	13B401
	Hudson	2012	May 3-4	12B454
	Hudson	2012	October 11-12	13B404
SUPERVISORY MANAGEMENT 3				
	Eau Claire	2012	May 10-11	12B452
	Eau Claire	2012	December 6-7	13B402
	Hudson	2012	June 7-8	12B455
	Hudson	2012	November 15-16	13B405
MANAGING THE MULTIGENERATIONAL WORKFORCE				
	Online	2012	February 20 – March 9	12B550
MAXIMIZING PERFORMANCE				
	Eau Claire	2012	March 1-2	12B551
LEADING CUSTOMER SERVICE				
	Eau Claire	2012	April 19-20	12B7554
IMPROVING TEAM COMMUNICATION				
	Hudson	2012	April 26-27	12B552
IMPROVING MANAGERIAL EFFICIENCY				
	Eau Claire	2012	May 17-18	12B553
DEVELOPING CHANGE RESILIENCE				
	Hudson	2011	November 3-4	12B502
	Eau Claire	2012	October 4-5	13B500
MANAGING PROJECTS AND PROJECT TEAMS				
	Eau Claire	2011	October 13-14	12B500
	Eau Claire	2012	October 18-19	13B501
NEGOTIATION SKILLS				
	Hudson	2012	November 1-2	13B502
DEALING WITH CONFLICT				
	Eau Claire	2011	November 10-11	12B501
	Eau Claire	2012	November 29-30	13B503

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