



# Building a Competent Workforce

Transfer your expertise efficiently and effectively by mastering critical training skills.

## Who Should Attend

Anyone responsible for training others to build competencies:

- Small business owners
- Supervisors
- Managers
- Production superintendents
- Quality assurance, control, improvement coordinators
- Team leaders
- Non-profit administrators
- On-the-job trainers, buddies, job coaches, preceptors

Trainers are made, not born! These practical skills and techniques will 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.

### Best practices for on-the-job training.

Benchmark your skills training against training standards and other companies.

**Your role includes "trainer"** although your title may be "team leader." Instructional skills are a critical skill in all supervisors' toolkits.

**Are you an instructor or facilitator?** Do you have a training plan? Learn to fit your approach to the needs of the learner.

**A four-step training model you** can apply to your training. Watch for "chunk size" and discover how to identify when the learner needs to practice.

**Left brain versus right brain thinking styles** affect teaching and learning outcomes. Discover your learner's favored style, match it with your instructional style, and quickly build confidence and competence.

**Training tools** – check lists, job aids, tracking charts – which ensure consistency and quality.

**Not all problems are solved by training.** Identify why some people do not perform as expected. Learn how to separate training issues from management and motivation problems.

**Learners' competency levels** challenge all trainers. Explore inherent learning challenges, and ways to avoid self-fulfilling prophecies about 'difficult students.'

**Training styles and learning styles can clash or mesh.** Practice adapting to four types of learners. Learn to modify your training to engage each learner's style.

## Instructor

**CHUCK LEVINE** designs and develops instructional systems for business and industry throughout the United States. In this train-the-trainer workshop, Chuck focuses on what every manager or supervisor needs to know when the responsibility for introducing a new process or orienting a new worker falls on you. He shares best practices gleaned from a wide range of workplace settings and training challenges. You take home skills you can apply immediately in your next training assignment.

**BONUS!** Pick Chuck's brain! Bring your training documentation, job aids, and check lists with you to review in the seminar. Then take what you learn and apply it to your training and get Chuck's feedback on your efforts. Each participant receives 60 minutes of FREE private training consultation with Chuck Levine. Offer is good any time within six months following the seminar.

"Chuck is a great instructor. Very enjoyable class. Learned a lot and will take back to work and immediately apply to my training."

"I learned. I changed. I had fun."

"BUILDING A COMPETENT WORKFORCE" ATTENDEE

1-800-582-5182

[www.uwec.edu/ce/business/SupervisorManage.htm](http://www.uwec.edu/ce/business/SupervisorManage.htm)

**Building a Competent Workforce** is an ELECTIVE TOPIC in the Supervisory Management Certificate Program. It is also a stand-alone seminar and can be taken without enrolling in the Certificate Program.

Connecting Campus and Community!



[www.uwec.edu/ce](http://www.uwec.edu/ce)



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Eau Claire, WI 54702-4004  
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SUPERVISORY  
MANAGEMENT  
2009-2010

Not a trainer? Translate your expertise into effective on-the-job instruction



# Building a Competent Workforce

EAU CLAIRE  
SEPTEMBER 23-24  
2009

UNIVERSITY OF WISCONSIN

EAU CLAIRE  
EXTENSION

## Building a Competent Workforce

2009-2010

SUPERVISORY  
MANAGEMENT

Invest in Yourself.  
Advance Your Career.

Master critical on-the-job training skills.



# 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 only Building a Competent Workforce. 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?



### 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



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.

CONNECTING CAMPUS AND COMMUNITY

Payment required at time of registration. Detach form and mail with payment to:  
**Supervisory Management, P.O. Box 4004, Eau Claire, WI 54702-4004**

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

### SEMINAR DATES & TIME

**Eau Claire** September 23-24, 2009  
Seminars meet from 8:30 a.m.-4 p.m.

### COURSE FEE

\$425 / person / seminar includes refreshment breaks, luncheons, materials, and instruction. Payment is required at time of registration. Please make checks payable to **UW-Eau Claire**. Fees are subject to change after December 31, 2009.

### CONFIRMATION

Prior to the seminar, you will receive a letter with a link to directions to the seminar site and lodging information.

### SAVE MONEY WITH DISCOUNTS

Group discounts save you \$50 per person per seminar. Registrations must be received together to qualify for discounts.

### 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 filled. 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

### Building a Competent Workforce

Yes, I plan to attend.

Eau Claire	Sept. 23-24	2009	<b>B501-101</b>
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Payment required with registration.

NAME		JOB TITLE	
COMPANY NAME			
ADDRESS			
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.			
Group fee: \$375 per person for 3-5 people from the same firm for the same class. (Discount registrations must be received together.)			
<input type="checkbox"/> Check or Purchase order enclosed. P.O. # _____ (Payable to UW-Eau Claire)			
<input type="checkbox"/> VISA <input type="checkbox"/> Mastercard		CREDIT CARD EXPIRATION DATE	
CREDIT CARD NUMBER			
PRINT CARDHOLDER'S NAME		CARDHOLDER'S SIGNATURE	
FOR OFFICE USE:	CUST ID	CO ID	B3

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