



Maximizing Performance

Expect the best — and coach to achieve it.

Are you challenged with ...

- Fewer people, fewer resources
- A wider span of control
- Demands for higher quality and quantity output
- Directives to reduce costs

What are you rewarding?

- Are you unintentionally rewarding behaviors that are counter-productive?
- Are you spending too little time with peak performers and too much time with non-performers?
- What do your people really value?
- What rewards complement what peak performers value?

In this seminar you will ...

- Define performance management
- Distinguish between coaching, training, and education
- Discover your coaching capabilities
- Tap into the power of goals as a source of expectations
- Discuss the role "satisfiers" play in motivation and effort
- Identify gaps between expectation and experience to minimize frustration
- Learn core competencies you bring to the coaching challenge
- Review how to prepare for discussions about correcting behavior
- Discuss how inconsistent responses to non-performance actually reinforce the negative behavior
- Leave with a five-step coaching process to address non-performance

Instructor

Through Coaching Forward, **BOB PECOR** works with key employees to enhance their professional effectiveness. He helps clients identify solutions to performance problems which are specific to the individual while also customized for the workplace. His lifelong interest in understanding "why people do what they do" drives his commitment to helping people achieve results. As a training and development professional, Bob facilitates seminars on leadership, team building, customer service, and sales management. He brings a wealth of practical management experience and enthusiastic and energetic style to his engaging seminars.

Who Should Attend

People pursuing peak performance:

- Small business owners
- Supervisors
- Managers
- Project managers
- Team leaders

Learn how to diagnose performance issues and uncover underlying motivations. Discover best practices for providing recognition and rewards.

"Bob is a great trainer — kept the day fun and interesting! I just reviewed my materials and noted how many useful ideas I was able to take away."

MAXIMIZING PERFORMANCE ATTENDEE

1-800-582-5182

www.uwec.edu/ce/business/SupervisorManage.htm

Maximizing Performance 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

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UW Extension

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SUPERVISORY
MANAGEMENT

2009-2010

Create an environment
which fosters...



Maximizing Performance

EAU CLAIRE
OCTOBER 8-9
2009

Maximizing Performance

2009-2010

SUPERVISORY
MANAGEMENT

Invest in Yourself.
Advance Your Career.

Need to improve output?

Create an environment for...



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 Maximizing Performance. 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 October 8-9, 2009

Seminars meet from 8:30 a.m.-4:00 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.

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REGISTRATION FORM

Maximizing Performance

Yes, I plan to attend.

Eau Claire	Oct. 8-9	2009	B601-102
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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. <i>(Discount registrations must be received together.)</i>			
<input type="checkbox"/> Check or Purchase order enclosed. P.O. # _____ <i>(Payable to UW-Eau Claire)</i>			
<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