



# Supervisory Management 1, 2, and 3

## SUPERVISORY MANAGEMENT 1 ~ introducing essential leadership skills

### The Supervisory Aspect of Management

- Moving from operational to a decision-making role
- Making the transition smoother and less stressful

### Understanding Your Leadership Style

- Matching leadership styles to the situation
- Six leadership styles—characteristics, advantages, and disadvantages

### Motivating Employee Performance

- Guidelines for understanding behavior
- Your responsibility for employee performance and productivity

### Dealing with Non-Performance

- Why people don't do what is expected
- Develop a correcting/coaching model

## SUPERVISORY MANAGEMENT 2 ~ examining critical management concerns

### Integrating New Workers into Your Team

- Building upon what the new team member brings to the job
- Socializing for loyalty, commitment and long-term productivity

### Understanding Communication Styles

- The role and purpose of communication in the organization
- Tools for effective communication—perception, listening, feedback

### Time Management

- Clarifying time management issues and analyzing time use

### Systems for managing work and time

- Empowering Your People
- Guidelines for effective work assignments
- Delegation issues and learning processes

## SUPERVISORY MANAGEMENT 3 ~ communicating expectations and providing feedback

### Managing the Performance Appraisal Process

- What is performance appraisal?
- Sources of performance data
- Conducting Performance Appraisal Meetings
- Communicating clear, specific expectations
- Importance of ensuring rating accuracy by reviewer

### Critical Skills in the Coaching Process

- How coaching differs from supervising

### Giving feedback constructively

### Conducting Coaching Conversations

- Mastering coaching techniques

## Who Should Attend

Anyone who manages the work of others

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

Whether you own your own business, or work in an office, at an agency, in a healthcare facility, a manufacturing plant, or financial institution, these practical seminars provide the training you need to manage your workgroup.

## Instructors

One or two facilitators from the following team will teach each workshop.

**ROGER JONES**, Human Resource Management Services, Rochester, MN

**SCOTT LESTER**, Professor of Management, College of Business, University of Wisconsin-Eau Claire

**BOB PECOR**, Management consultant and executive coach, Coaching Forward, Eau Claire, WI

"Discussing the move from "co-worker" to "manager" was invaluable! Appreciate learning how to make the transition less stressful."

SUPERVISORY MANAGEMENT 1 ATTENDEE

"Talking with our table group or the entire class was great. Helps to know how other companies handle things, and to discuss pro's and con's of an approach."

SUPERVISORY MANAGEMENT 2 ATTENDEE

"The discussion about pitfalls in the evaluation process hit home. Now I know what to watch for in the appraisal process."

SUPERVISORY MANAGEMENT 3 ATTENDEE

1-800-582-5182

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

Supervisory Management 1, 2, and 3 are the CORE SEMINARS in the Supervisory Management Certificate Program. They are also stand-alone seminars and can be taken without enrolling in the Certificate Program.



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

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SUPERVISORY  
MANAGEMENT  
2009-2010

Seminars in Eau Claire for managers to develop essential leadership skills



# Supervisory Management 1, 2, and 3

## Supervisory Management 1, 2, and 3 2009-2010

SUPERVISORY  
MANAGEMENT

Invest in Yourself.  
Advance Your Career.

■ Were you recently promoted to group leader, but have had no supervisory training?

■ Do you aspire to become a manager, but are not sure what skills are needed?

■ Are you a newly-hired manager, eager to assume your leadership role?

■ Do you currently manage others and want additional management training?

UNIVERSITY OF WISCONSIN

EAU CLAIRE  
EXTENSION



First-line managers hold the keys to productivity, creativity and profitability.

# 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 Supervisory Management 1, 2, or 3. 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



CONNECTING CAMPUS AND COMMUNITY

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

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.

### SEMINAR DATES & TIME

Please see the dates listed. 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.

### SAVE MONEY WITH DISCOUNTS

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.

### Series Discount Fee

\$1125 per person to register for Supervisory Management 1, 2 and 3 in one twelve-month period at the same site.

### CONFIRMATION

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

### 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

### Supervisory Management 1, 2, and 3

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

SUPERVISORY MANAGEMENT 1					SUPERVISORY MANAGEMENT 2				SUPERVISORY MANAGEMENT 3			
Eau Claire	April 2-3	2009	B471-094		Eau Claire	Apr. 30-May 1	2009	B472-094	Eau Claire	June 4-5	2009	B473-094
Eau Claire	Sept. 17-18	2009	B401-101		Eau Claire	Oct. 15-16	2009	B402-102	Eau Claire	Nov. 12-13	2009	B403-102
Eau Claire	Dec. 3-4	2009	B411-102		Eau Claire	Jan. 21-22	2010	B452-103	Eau Claire	Feb. 25-26	2010	B453-103
Eau Claire	March 25-26	2010	B461-103		Eau Claire	April 29-30	2010	B462-104	Eau Claire	June 3-4	2010	B463-104

NAME		JOB TITLE	
COMPANY NAME			
ADDRESS 1			
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. **Series fee:** \$1125 per person to register for Supervisory Management 1, 2 and 3 in one 12-month period. **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)			
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PRINT CARDHOLDER'S NAME		CARDHOLDER'S SIGNATURE	
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