The 2015 Supervisory Skills Certificate Program

To register: [https://www.surveymonkey.com/s/WTRDB5L](https://www.surveymonkey.com/s/WTRDB5L)

*(Participants must attend each of the following classes)*

**Interpersonal Dynamics - Understanding Your Style**

**Date:** January 28, 2015  **Time:** 9am-1pm  **Location:** SCTR 9-146AB

**Class Instructors:** Charles Haughton and Kathleen Stull

We are all different. The Myers-Briggs Type Indicator® (MBTI®) classifies different ways that people relate to one another and provides powerful insights into our own communication styles and the communication styles of others. Understanding your style and how it compares to someone else’s can lead to better communication, more productivity, increased employee satisfaction and ultimately better results.

*NOTE: Participants must complete the MBTI® online assessment to participate in this course.*

**Crucial Conversations** *(two full day sessions)*

**Day 1:** February 5, 2015  **Time:** 9am-5pm  **Location:** SCTR 11-146AB

**Day 2:** February 11, 2015  **Time:** 9am-5pm  **Location:** SCTR 9-146AB

**Class Instructor:** Charles Haughton

Crucial Conversations is a two-day course that teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional or risky topics—at all levels. By learning how to speak and be heard (and encouraging others to do the same), you’ll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

*NOTE: Participants must attend both days*

**HR Policies Overview for Supervisors**

**Date:** March 5, 2015  **Time:** 9am-12:30pm  **Location:** BRB 252

**Class Instructors:** Oforie Murray, Melissa Halpin, Michelle Hackett

What does the policy say? Some topics which will be discussed include:

- Recruitment/hiring
- Conflict of Interest
- Attendance
- Progressive discipline/termination

*NOTE: Participants must complete a 15-minute FLSA online module to participate in this course.*
Interviewing and Selection
Date: March 26, 2015 Time: 9am-12:30pm Location: BRB 252
Class Instructors: Charles Haughton

Do you interview or hire staff? This session will help you learn how to:

- Design effective interviews
- Avoid illegal questions during an interview
- Select the best candidate

Performance Management
Date: April 16, 2015 Time: 9am-12:30pm Location: BRB 252
Class Instructors: Charles Haughton

Effective supervision depends on strong performance management practices. This course is designed for supervisors, both new and experienced, who want to increase their skills related to:

- Building effective relationships with employees
- Setting performance expectations
- Providing feedback and taking corrective action
- Coaching and counseling
- Conducting effective performance appraisals
- Dealing with an employee who is not meeting expectations

Alphabet Soup of Supervision: FMLA, FLSA, and Other Acronyms You Need to Know
Date: May 5, 2015 Time: 9am-12:30pm Location: TBA
Class Instructors: Robert Dungan, Rodolfo Altamirano, Sean Burke, Melissa Halpin, Michelle Hackett, Helena Gibbons, Ralph Delucia

What can get you fired? What can get you sued? Some topics which will be discussed include:

- Fair Labor Standards Act (FLSA)
- Sexual Harassment Awareness
- Americans with Disabilities Act (ADA)
- Family Medical Leave Act (FMLA)
- Flexible Work Options

Note: Participants must complete a 15-minute Sexual Harassment Awareness online module to participate in this course.