

# *Certificate in* **SUPERVISION**

*You already have the  
knowledge and  
skills to  
perform in  
your area of expertise.*

**10 Weekly Sessions**

*That's what got you  
promoted to supervisor in  
the first place or will get  
you promoted soon.*

*Your success depends on  
learning new skills and  
learning how to get things  
done through others.*

*CMD's Certificate in  
Supervision offers you...*

**practical supervisory  
training focused on  
your every day  
challenges.**

*Register on-line at:*

**[www.cmd.wichita.edu/supervisor](http://www.cmd.wichita.edu/supervisor)**

# 1

## **Making the Transition from Worker to Supervisor**

Recognize the stages in transitioning from worker to supervisor and how your expectations and actions in this new role are key.

- How “doing” differs from supervising
  - Why good “doers” fail as supervisors
  - Four stages in becoming a supervisor
  - Four suggestions for succeeding as a supervisor
- 

# 2

## **Building Better Communication Skills**

Strengthen your written and oral communication skills to increase your impact and effectiveness.

- How to communicate effectively
  - How to get your ideas approved and implemented
  - When to speak and when to listen
  - Non-verbal communication speaks louder than words
- 

# 3

## **Delegating for Results**

Discover what to delegate, what *not* to delegate, and how to delegate in a manner that sticks.

- The differences between delegation and abdication
  - Five causes of poor delegation
  - Key behaviors for effective delegation
  - What to do when delegation and empowerment don't work
- 

# 4

## **Evaluating Employee Performance**

Learn to establish meaningful performance standards and conduct mutually rewarding performance appraisals.

- Establishing performance standards
  - Complying with the law
  - Methods of performance appraisal
  - Conducting effective performance appraisals
- 

# 5

## **Dealing with Conflict and Problem Employees**

Identify the causes and consequences of conflict in the workplace and practice techniques to reduce conflict and address problem employees.

- How to handle myself in conflict situations
  - What is my preferred conflict style?
  - Dealing with the common types of problem employees
  - “Red Hot Stove” model of discipline
- 

# 6

## **Solving Problems and Making Decisions Effectively**

Venture into the world of problem-solving and practice the specific steps in team-based and individual decision making.

- The steps in problem solving: A practical exercise
- Tools in problem solving
- Barriers to effective problem solving
- Team problem solving

# 7

## Assessing Your Leadership Style

Gain insight into your own leadership style and how you can draw upon your favorite style or modify your style to get results.

- Five leadership styles
  - How to identify my favorite style
  - How to judge the effectiveness of my style
  - Should I modify my style?
- 

# 8

## Sharpening Your Listening Skills

- What effective listening is...and isn't
  - Three levels of listening
  - The 3 R's of responding
  - Techniques for becoming a better listener
- 

# 9

## Understanding Basic Legal Issues in the Workplace

Discover how to identify and prevent potential legal pitfalls in the workplace to help keep you and your organization out of trouble.

- Avoiding workplace violence and other misconduct
  - Privacy and the dishonest employee
  - Minimum wage—Maximum risk
  - Drug and alcohol abuse
- 

# 10

## Putting It Into Practice

Pull together all the tools you've learned during the sessions and address those unanswered questions to make you an even more successful supervisor.

- Four sensitive situations supervisors may face
- When to go over the boss' head
- What to do about mistakes
- What to do when promoted ahead of others
- How to handle office politics
- The importance of mentors
- Lessons learned from General Schwartzkopf

## INSTRUCTORS

The award-winning WSU Barton School of Business faculty selected for their hands-on, practical knowledge and ability are:

- **Dr. John Belt**, Professor of Management, emeritus
- **Dr. Gerald Graham**, R.P. Clinton Distinguished Professor of Management
- **Dr. Donald Hackett**, Associate Professor and Kansas Family Business Fellow
- **Ms. Dotty Harpool, MBA**, Director of Student and Community Initiatives
- **Ms. Phyllis Robertson, MBA**, Professional Trainer
- **Ms. Kari Schmidt, JD**, Instructor and Partner, Conlee, Schmidt and Emerson, L.L.P
- **Ms. DeAnn Sullivan, PMP**, Professional Trainer

The Supervisor Certificate program can be customized to suit your organization's needs and presented at any time and place convenient for your employees.

*For more information call Paula Mary Seiwert at (316) 978-5144.*

# Certificate in SUPERVISION

## REGISTRATION

**ENROLL NOW**

### Class Size Is Limited

**Registration Fee**—The program fee of \$1295 per person includes all training materials, Continuing Education Units, free parking, refreshments and a framed certificate for each participant attending at least nine of the ten class sessions.

**Cancellation Policy**—Cancellations received up to three weeks prior to the program will receive a full refund minus a \$50 processing fee. Cancellations made fewer than three weeks prior are subject to a 50% cancellation fee. Substitutions may be made at no cost up to the day of the first session. No refunds will be given and no substitutions will be accepted if cancellation occurs after the program begins.



Register **on-line** at [www.cmd.wichita.edu/supervisor](http://www.cmd.wichita.edu/supervisor)



Complete form and **mail** with payment to: Center for Management Development  
Wichita State University, 1845 Fairmount, Wichita, Kansas 67260-0086



**Call:** (316) 978-5149 or (800) 992-6345.



Complete form and **fax** to: (316) 978-3962 or (877) 240-2569

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# Certificate in SUPERVISION

*has been designed to build your skills in the basic areas that you need most in supervising and leading your employees. Each session focuses on the unique challenges you face and offers solutions to help you achieve your goal of being a successful supervisor. Nobody in your organization has a more immediate impact on productivity and performance than you!*

## **WHO Should Attend?**

- **Newly appointed supervisors** with little or no formal supervisory training.
- Employees **soon to be promoted** to a supervisory position.
- Technicians, engineers, shop employees or administrative staff members **moving into supervisory functions**.
- “**Fast-tracked**” individuals with **supervisory potential**.
- **Experienced supervisors** who want to update their skills and practices.
- **Non-supervisory personnel** wishing to learn more about supervisory duties and responsibilities to enhance their career prospects.
- Individuals who wish to **re-enter the workforce** in a supervisory role.

## **Certificate Requirements**

Participants attending at least nine of the ten sessions will receive a framed certificate.

## **Class Times and Locations**

All classes will be held at the CMD Training Center, Wichita State University, Woodman Alumni Building, 4205 E. 21st Street, Wichita, KS.

## **An Added Bonus! Earn a CMD Management Certificate**

After completing the Supervisor Certificate program, you can enroll in five additional CMD public seminars and earn a Management Certificate. For more information, call Staci Bryer (316) 978-5149.



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**BARTON**  
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*For more information or to register on-line*

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"It has opened my eyes to many of the things I wouldn't have known without stumbling through it at the time."

Jonathan Alexander, NCRA  
McPherson, KS