



Certificate in Supervision

Spring 2018

Participant Evaluations of the 10-week program

Total Evaluations Received: 32

Why did you enroll in the Certificate in Supervision?

- To help me learn how to be a better supervisor.
- To get a basic foundation for being a supervisor.
- My employer and I decided that this class would be highly beneficial in furthering not only my education, but also my positions at the bank.
- My boss thought that I would benefit from it.
- Recommended and paid training by my employer.
- To become a better supervisor and leader for my warehouse team.
- To better equip myself to do my job.
- Suggested by my supervisor.
- Employer asked if I would be willing to take some classes.
- It was offered to me by management. I accepted the offer because I am a new manager in my field and felt that it would be beneficial.
- A supervisor that had previously been enrolled and attended this class.
- My company sends all of their managers through this program.
- For more knowledge.
- **To become a better leader in my department. To help separate myself as a leader from my coworkers.**
- I am a newly promoted supervisor and I wanted training that would help me with my job skills.
- **A mentor of mine told me you do not wake up one day and all the sudden you are an effective supervisor. He told me to look up courses and enroll. I presented it to my company and they thought that it was a great idea.**
- I have been wanting extra training in a leadership role and my branch manager enrolled me.
- I enrolled because I had never been a supervisor and wanted to learn as much as I could to be a successful supervisor.
- To go further up in the chain of command.

Did the program meet your expectations? 100% said Yes How?

- It showed me things that I did not know.
- A lot of tips and advice that are useful and help you approach situations differently.
- I enjoyed each and every session. **Even on days when I thought it might not apply to me, I always learned something that I could apply to my current and future positions.**
- I use my newfound knowledge on a daily basis.
- This was a great program. As a new supervisor this was helpful in dealing with and seeing situations in a way that I might not have thought of.
- I came into this no knowing what to expect but this session has really opened my eyes.
- Each class showed me something new.
- **I learned a lot. I thought I was doing it right but realized I could change and improve.**
- All of the subject were very informative.

- Much of the material was relevant and has been applicable to my current position.
- It definitely exceeded my expectation.
- I learned different ways I would not have thought of to approach certain situations.
- It has helped me understand how to be a supervisor and how to handle certain situations.
- This program has been very beneficial, I have been able to apply my new skills that I have learned.
- **I learned things that I would not have known if it was not for this class like building better communication skills, leadership styles, and solving problems effectively.**

Will you recommend the Certificate in Supervision to others? 100% said Yes Why?

- Good teachers and materials.
- Entertaining and informative speakers.
- I think that anyone who wants to further their leadership skills and/or further their career would greatly benefit from this class.
- My company has many new supervisors that have recently transitioned.
- **Anybody that is in a leadership role or training to become a leader needs to take this class. All of the instructors are highly knowledgeable.**
- **There was a lot of hidden knowledge that is very useful in my or any supervisor's daily routine.**
- Very worthwhile.
- Anyone in management would benefit from this training.
- **Excellent teachers with real world experiences to teach lessons on real world situations.**
- It was very helpful and convenient for the situations I was dealing with for my staff and myself.

How would you rate the materials in your notebook? 87% said yes 13% said somewhat

Comments:

- They are a good reference point to look back on.
- Going over how to do reviews helped me a lot, since I was doing them and was confused.
- A great resource to look back on for advice.
- Most of the time I interacted more with the instructor, but that is how I learn best.
- It is helpful having material to look back on.

How have you benefited from the Supervision Program?

- To **open my eyes** on what and what not to do.
- Having examples of the situations that we were learning about and being instructed on **how to resolve problems.**
- I feel like it has given me a lot of information that I did not know. If I ever feel like I do not know how to handle a situation, I will look in the book for resources.
- Helped me **approach situations in alternate ways.**
- I have learned so much with each instructor and it is easy to understand in every situation that was brought up.
- I have a working knowledge of what it means to be a supervisor.
- I have learned **better conflict resolution.**
- I have learned how to **better handle issues and problems at work.**
- Learning that I need to **delegate more and how to appropriately delegate.**
- I have **already put into practice** much of the knowledge.
- Because of my time in the program I now have a **stronger ability to delegate, listen, and lead.**
- **It has shown me how to transform from a floor operator to a supervisor.**
- Learned a lot about managing a staff member or group of people.
- It helped me **sharpen my leadership skills** and to **be a better role model.**
- There are things that I did not have experience in and being able to do group practice have helped me.

What did you like best about the program?

- Classmates, they brought things to the table that you or other may not expect.
- Dr. Graham, I felt like he was the most relatable and was easy to understand in every situation that was brought up.
- The instructors were engaging.
- I really enjoyed the session with Christina House.
- Dr. Graham and his class involvement.
- The group discussions and opportunity to speak with other business professionals in a learning environment.
- My table group members.
- I liked the hours offered.

Do you have a comment about our program that you would like to share with us?

- Thank you for making it fun and entertaining.
- I thought it was great.
- Thank you to the CMD staff and instructors who took the time to share their knowledge. **This was a very valuable experience.**
- **All the classes were great.**