

# SUPERVISION

➔ HONE YOUR SUPERVISORY SKILLS

## OUR AWARD-WINNING INSTRUCTORS

- **Darian Bebout**, Professional Trainer
- **John Belt**, PhD, Professor of Management, emeritus
- **Gerald Graham**, PhD, R.P. Clinton Distinguished Professor of Management
- **Donald Hackett**, DBA, Kansas Family Business Fellow and Associate Professor of Management
- **Dotty Harpool**, MBA, Senior Lecturer, Dir. of Student and Community Initiatives, Barton School of Business
- **Mike Murillo**, PMP, CSM, Senior Project Manager at Cargill
- **Phyllis Robertson**, MBA, Professional Trainer
- **Kari Schmidt**, JD, Instructor and Partner, Conlee, Schmidt and Emerson, L.L.P

## AN ADDED BONUS! EARN A CMD MANAGEMENT CERTIFICATE

After completing the SuperVision 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.

// MORE INFO OR REGISTER //

[CMD.WICHITA.EDU/SUPERVISION](http://CMD.WICHITA.EDU/SUPERVISION)

316-978-3118 Or 1-800-992-6345



**Substitutions/Cancellations/Reschedules:** Substitutions are free and must be done prior to the start of the class or program. Cancellations or rescheduling must be received in writing and full refunds will be given up to four business days prior to the start of class. Any cancellation or reschedule submitted with three or less business days' notice is subject to a \$35 charge on 1- or 2-day classes, and a \$75 charge on Certificate programs. No refunds after the first day of the class or program.

Wichita State University does not discriminate in its employment practices, educational programs or activities on the basis of age (40 years or older), ancestry, color, disability, gender, gender expression, genetic information, marital status, national origin, political affiliation, pregnancy, race, religion, sex, sexual orientation, or status as a veteran. Retaliation against an individual filing or cooperating in a complaint process is also prohibited. Sexual misconduct, relationship violence and stalking are forms of sex discrimination and are prohibited under Title IX of the Education Amendments Act of 1972. Complaints or concerns related to alleged discrimination may be directed to the Director of Equal Opportunity or the Title IX Coordinator, Wichita State University, 1845 Fairmount, Wichita, KS 67260, 316-978-3187.



WICHITA STATE UNIVERSITY  
W. FRANK BARTON SCHOOL OF BUSINESS



CMD Center for Management Development

1845 FAIRMOUNT  
WICHITA, KS 67260

## SUPERVISION Certificate Program

10 Sessions • \$1495

Sept. 17-Nov. 19, 2019  
Tuesdays 4:30-7:30 p.m.

CMD Training Room  
Woodman Alumni Center  
WSU Campus

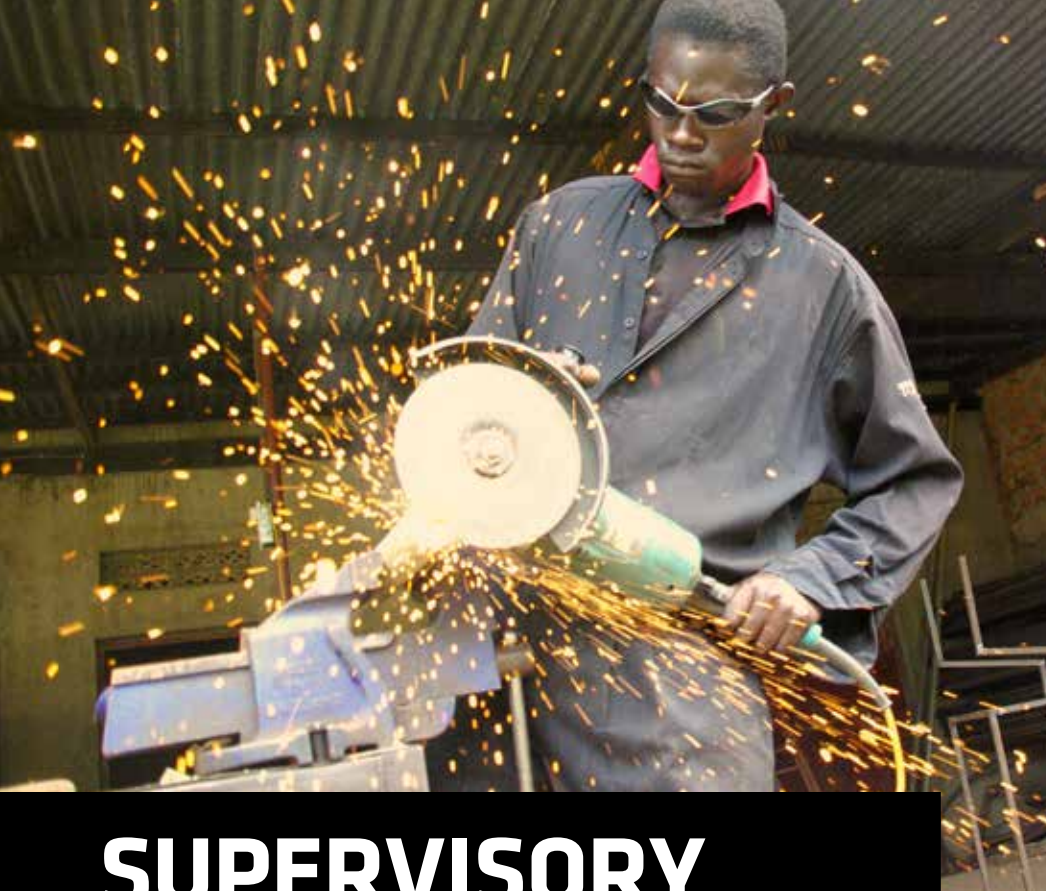
SUPERVISION is an interactive 10-week training program designed to provide supervisors with skills to increase their individual success and maximize the impact they have on their employees and productivity.

# SUPERVISION

➔ HONE YOUR SUPERVISORY SKILLS

Supervising employees in today's workplace has never been more challenging. Join us for a 10-week certificate program lead by instructors with years of real-world management experience.





# SUPERVISORY SKILLS

**SUPERVISION certificate program** has been designed to build your skills in the basic areas that you need 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.

## // THE DETAILS //

10 Sessions • \$1495

Sept. 17-Nov. 19, 2019  
Tuesdays 4:30-7:30 p.m.

CMD Training Room  
Woodman Alumni Center  
WSU Campus

Program includes all course materials, a light dinner, free parking and a framed certificate for those who complete nine out of the 10 sessions.

### Who Should Attend?

- Newly appointed or soon-to-be promoted employees with little or no formal training
- Experienced supervisors to update and polish their skills
- Non-supervisory personnel to enhance career prospects

# SUPERVISION *10-week curriculum*

## 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 and why good “doers” fail
- 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 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
- Five steps in delegating effectively
- Evaluating the delegate after task accomplishment

## 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 BEHAVIORS

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

- How to handle myself in conflict situations
- What is my preferred conflict style?
- Getting clear on the problem
- Progressive discipline

## 6 EFFECTIVE PROBLEM SOLVING AND DECISION MAKING

Review the values of problem solving and decision making and how each are critical to long-term success.

- Tools which aid in problem solving
- Team problem solving/decision making
- Barriers to effective 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 and the three 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 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 the tools you've learned during the sessions.

- 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
- Leadership lessons from General Schwartzkopf

**CUSTOM TRAINING:** This program can be tailored to suit your organization's needs and presented at any time and place convenient for you and your employees. Call Ann Buckendahl at 316-978-6152 for details.