

A 4-Day Supervisor Certificate Program

# **SUPERVISORY SKILLS** for **SUCCESS**

*Develop and refine the skills you need to manage employees more effectively*



**Lesson 1:**  
Supervisor Roles  
& Responsibilities

**Lesson 2:**  
Working with  
Your Boss



**Lesson 3:**  
Managing  
Your Emotions

**Lesson 4:**  
Managing  
Generation Y



**Lesson 5:**  
Communicating  
Effectively

**Lesson 6:**  
Motivating in  
Tough Times



**Lesson 7:**  
Writing Year-  
End Reviews

**Lesson 8:**  
Managing People  
with Bad Attitudes

## **PROGRAM DETAILS**

Dates: Jul 18-19 & Aug 1-2, 2019  
Hours: 9AM - 4PM, each day  
Location: South Texas College  
McAllen, Texas 78501

Tuition: \$399.00 per person  
CEUs: 2.4 (24 hours)

## **REGISTER TODAY!**

 [worldclasstraining.org](http://worldclasstraining.org)

 (956) 504-9287

# SUPERVISORY SKILLS FOR SUCCESS

*Develop and refine the skills you need to manage employees more effectively*

## What You Will Explore

### Session 1

#### **Supervisor Roles & Responsibilities**

Learn five specific roles of a supervisor, when each is appropriate, and assess yourself to see which areas you are succeeding in and which areas need work

### Session 2

#### **Working With Your Boss**

Learn how to solicit feedback from your boss, what to ask when given an assignment to guarantee completion, and how to develop "informational power" so your boss always turns to you for suggestions

### Session 3

#### **Managing Your Emotions**

Learn how to develop self-awareness, to figure out what makes you tick, what situations set you off, how to avoid them, and how to maintain emotional control

### Session 4

#### **Managing Generation Y**

Learn the psychological events that shaped Generation Y, what makes them tick, and how to make them productive and energized

### Session 5

#### **Communicating Effectively**

Learn what communication really means, how to give clear instructions, and how to ask the right questions to inspire and support employee learning, development and responsibility

### Session 6

#### **Motivating in Tough Times**

Learn how your attitude and behavior directly affect your employees level of motivation. Learn also the art of setting targets that inspire and how to tackle negative reactions to change with "accountability conversations"

### Session 7

#### **Writing Year End Reviews**

Understand the value of performance appraisals, common evaluation errors, and the best words and phrases to use for effective and meaningful performance reviews

### Session 8

#### **Managing People with Bad Attitudes**

Learn what shapes attitudes, how to hold people accountable for bad attitudes, and what to do with employees who just refuse to change

## Who Should Attend

Current and aspiring supervisors and managers looking to increase their effectiveness

## Program Details

### Location

STC Rainbow Room  
3201 Pecan Blvd, Mcallen, TX

### Date

July 18-19, 2019 &  
August 1-2, 2019  
(A 4-day program)

### Time

9 A.M. to 4 P.M., each day

### Investment

\$399.00 per person

### Continuing Education Units

2.4 CEUs (24 hours)

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