

Supervisory Skills Training

40Hrs

Overview: Frequently employees are promoted to supervisory or people management positions because they are good at the job they're doing. But a whole new set of skills is necessary to become an effective people manager and leader. This course will provide participants with a practical framework for understanding management and human resources issues and applying the best business practices back at the job. The program has been designed to enhance and build upon the participants' current supervisory and leadership abilities. Participants will learn the importance of maintaining a balance between influencing others and achieving results. Participants will learn how to effectively delegate responsibility and create circumstances that motivate and inspire their employees to achieve the desired results. This course will also provide an overview of the tools and techniques for coaching, evaluating, and disciplining employees. In addition, they will learn how to resolve conflicts so they can accomplish their job more effectively.



Who Should Attend: Managers and potential managers, supervisors, and others who want to increase their skill in leading others in the workplace and need to further hone team building and problem solving skills.

Training topics to include:

- Communication Skills
- Conflict Resolution
- Coaching for Success
- Managing Change
- Performance Management
- Delegation/Accountability
- Leading an inter-generational team
- Motivating Self and Others to Success

ETI Instructor: Dr. Barbara Sweet is President/CEO of Learning Transfer Institute, a consulting, training and coaching firm focused on helping organizations create more positive, respectful, and inclusive workplaces. Dr. Sweet is an accomplished speaker with over 20 years of HR Executive experience and is the author of *The Positive Transfer of Learning from Training to Changed Behaviors on the Job*.

Employment Training Panel (ETP) Cost: \$350.00 per employee*

Non-ETP COST: \$1,390.00

WHEN:

**Wednesdays: March 20 to May 22
5:00pm – 9:00pm**

WHERE:

**College of the Canyons
26455 Rockwell Canyon Road
Santa Clarita, CA
Room TBA**

For more information or to register please contact:

Jocey Hogan at 661.362.5657 or jocey.hogan@canyons.edu

*For employees of eligible employers. Employees are not considered registered until all paperwork is received, a \$350 administration fee, per participant, has been paid to the Santa Clarita Community College District and the Employment Training Panel has determined eligibility. State subsidy is contingent upon the trainee completing all the Employment Training panel requirements. Please contact the **Employee Training Institute, 661.362.5657**, for details on eligibility requirements.