

Supervisory Skills Training

24 Hours

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 is designed to help trainees develop those critical skills, including working through others, helping a team be productive, resolving conflicts, giving feedback, correcting performance problems, and coaching. Prepare your workforce by training your key people. Well-trained supervisors provide leadership, stability and are the "face" of your company to your employees.



Supervisor Skills Training Topics will include:

- The Supervisor's Role: Responsibilities, Expectations, and Delegation
- Effective Communication strategies
- Leading with Emotional Intelligence
- Teams and Team Leadership: Building a High Performing Team
- Performance Management skills: enhancing performance and development
- Managing Intergenerational and Diverse teams

Who Should Attend: This course is ideal for team leads, employees new to a supervisory or people management role, and for those who have been in the role for a while, but who have had no formal training in the new skills necessary for their success as a Supervisor.

ETI Instructor Meena Datta has more than 20 years' experience designing and delivering path-breaking curriculum and training methodology that serves the needs of clients who want to retain and expand their customer pool. She has specialized in manufacturing, hospitality, healthcare, media, and software industries. Meena has traveled extensively having lived and worked in different cultures where she has helped her clients improve communication skills and performance goals. She has a Master's Degree in Administrative Science from the University of Alabama and an Advance Professional Certification in Instructional Design from Cal State University in Northridge. Meena's corporate experience blended with her expertise in understanding international cultures gives her a unique edge in meeting the challenges of the training industry.

Employment Training Panel (ETP) State Funded Training*: \$350.00 per eligible employee

Non-ETP COST: \$975.00

WHEN: Tuesdays
4:30 pm to 8:30 pm
April 10, 2018 – May 15, 2018

WHERE: College of the Canyons
26455 Rockwell Canyon Road
Santa Clarita Room TBA

For more information or to register, please contact Jocey Hogan at 661.362.5657 or jocey.hogan@canyons.edu and visit our website at [ETI Class Schedule](#)

*For employees of eligible employers. Employees are not considered registered until all paperwork is received, a \$350 participant fee, per trainee, 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.