In today’s competitive work environment, managers need to keep pace with the latest trends and best practices in managing people. Whether you are a new or experienced supervisor, or are aspiring to be at the supervisory level, the Institute for Professional Excellence’s Certificate of Supervisory Management will provide you with credentials that set you apart. Through a series of high-impact training seminars, you will develop the critical supervisory skills you need to effectively hire and develop others, monitor performance, manage conflict, and make decisions.

Through these seminars you will:
- Improve your supervision and management skills
- Build teamwork and commitment
- Delegate tasks more effectively
- Enhance problem solving and strategic planning
- Improve work progress
- Manage job performance and develop talent

Who Should Attend?
- Newly-designated supervisors and managers
- Aspirants to supervisory management
- Experienced managers who want to update their knowledge of effective supervisory practices

Certificate Requirements
To earn the Certificate of Supervisory Management participants must successfully complete five required courses and one elective. A complete list can be found on the next page.

For more information:
www.davenport.edu/supervisor
616-233-2581
ipex@davenport.edu
Required Courses (5):

1. Essentials of Supervision
With a host of new challenges and responsibilities to tackle, new leaders need training like never before. Learning how to lead a group of people on a trial and error basis can lead to discouragement. This course can help you overcome many of the problems a leader may encounter. $295

   September 10, 2015; 9am – 5pm

2. Influencing Employee Motivation
The difference between what employees can do and will do depends a lot on their level of motivation. This course is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions. $295

   October 7, 2015; 9am – 5pm

3. Improving Problem Solving, Decision Making, & Delegation
Learn how to identify, prevent and resolve issues through the effective implementation of problem solving and decision making skills. Having a process to work through can take the anxiety out of problem solving and make decisions easier. $295

   November 5, 2015; 9am – 5pm

4. Conflict Resolution and Confrontation Management
Knowing why conflict occurs and what to do about it are indispensable components to a healthy and efficient business. This course provides a basis for successful conflict resolution by providing the participant with the skills necessary to identify and manage conflict. $295

   November 19, 2015; 9am – 5pm

5. Building Cohesive Teams
Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. This workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members. $295

   December 17, 2015; 9am – 5pm

Elective Courses (1):

1. Coaching for Improved Performance
This course teaches process skills and interpersonal skills to create the foundation for individual and team performance while incorporating the principles and application of effective business coaching. $295

   November 17, 2015; 9am – 5pm

2. Time Management: Get Organized for Peak Performance
Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. Make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people. $295

   November 10, 2015; 9am – 5pm

3. Communication Strategies for Success
Assess communication strengths and weaknesses and learn a variety of practical, powerful communication strategies that can be applied immediately on the job, with peers, subordinates and supervisors. $295

   September 1, 2015; 9am – 5pm

4. Effective Meeting Management: Making Meetings Matter
Identify ways to hold effective working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate. $295

   December 8, 2015; 9am – 5pm

Register Today!
Classes begin in September 2015!
www.davenport.edu/supervisor