

Program Description

The Supervisor Development Certificate Program is designed for the new supervisor, one who has received limited supervisor training, or one who needs to strengthen his or her leadership skills.

Effective supervisors must possess many different qualities including flexibility, adaptability, strong leadership skills, and commitment to goals. Supervisors are often seen as teachers, counselors and mentors.

Through the Supervisor Development Certificate Program at the St. Cloud Area Chamber, we offer you courses in seven distinct areas that give you the necessary tools to become a more effective supervisor.

In order to receive the Supervisor Development Certificate, you are required to attend at least six of the seven courses offered. Five of the courses offered are required, enabling you to choose between two elective courses to complete the series. For those interested, both electives are available at an additional cost.

"Supervisors who want the best out of people have to lead, not push. It's harder to do, and takes a lot more skill. But it is worth the effort."

- Leadership With a Human Touch

LOCATION:

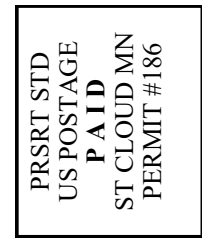
St. Cloud Area Chamber of Commerce, Coldspring Conference Room, 1411 W St. Germain St., Suite 101, St. Cloud

PARKING:

Parking is available in the Germain Professional Center parking lot, directly west of the building. There is also an overflow parking lot and two-hour street parking available as needed.

PHOTOS:

Please note that photos will be taken at all Chamber of Commerce events.



MEET ME
at the Chamber

BEST PRACTICES:

Here's an idea from a company that sent two supervisors through our program: "After each course, the employees who attended gave a presentation to their team members back at work on what they learned and how they can apply what they learned to their positions. It's a great way to encourage active listening and learning as well as presentation skill building."



1411 W St. Germain St. Ste 101
PO Box 487
St. Cloud, MN 56302



Return Service Requested

Supervisor Development Certificate Program

2019

Course Descriptions

SESSION I: Employment Law— Keeping You and Your Employer Out of Trouble

Attorney Melinda Gau, Quinlivan & Hughes
7:45 a.m. –Noon Tuesday, February 5

State and federal laws affecting the workplace are pervasive and ever-changing. Supervisors need to be aware of their rights and responsibilities under these laws, as well as the rights and responsibilities of the employees they supervise. In this session you will be introduced to a number of legislatively-enacted and judge-made laws which should govern the way you treat, pay, and supervise your employees, or at least raise your awareness level with respect to these laws.

SESSION II: Hiring for Retention

Sunny Hesse, Metro Bus
8 –10:30 a.m. Thursday, February 21

One of the most important things a supervisor does is hire employees. Making the right hiring decision will result in reduced employee turnover, better department morale, and fewer discipline issues. This course will cover several steps you can take to ensure that you find the right person for the right position, including writing an accurate position description, recruiting potential employees, and interviewing applicants.

SESSION III: Helping Employees Achieve Peak Performance

Gail Ivers, St. Cloud Area Chamber of Commerce
8 –10:30 a.m. Tuesday, March 5

What do you want your employees to accomplish this year? How will they—and you—know if they have achieved the desired performance? During this course you will learn how to write employee performance expectations and how to tie job descriptions and performance to staff evaluations. In addition, we will discuss motivating employees and correcting poor performance.

SESSION IV: Supervising Others— A Team Approach

Brian Hart, Stokeswood Enterprises
8 - 11 a.m. Wednesday, March 20

In this course you will examine the process of training and orientation used in your workplace, and learn how to create a welcoming environment for all employees. Earning the trust of employees will be explored through exercises in communication, dealing with conflict, and problem solving.

SESSION V: Conflict Management

Bruce Miles, Big River Group, LLC
8 –11:15 a.m. Wednesday, April 3

Human relationships involve conflict. Understanding the causes of conflict and your conflict management style will help you turn uncomfortable situations into potential learning and teaching experiences. This course will help you learn to apply strategies for improving the skills needed to effectively manage conflict and find a satisfactory resolution.

Electives

SESSION VI: Leadership in the Workplace

*Donelle Hintermeister, Minnesota State Patrol &
Gail Ivers, St. Cloud Area
Chamber of Commerce*
8 a.m. –Noon Tuesday, February 26

Leadership. Power. Influence. What do these terms really mean? How can they be used more effectively to enhance your leadership role? We'll discuss the key elements of influence, power, and negotiation and offer tips and techniques to apply them in the workplace. We'll also tie these leadership skills to effective and creative problem solving. Participants will learn creative problem solving techniques that can be done at any level in your business or organization.

SESSION VII: Interpersonal Communication Skills for Managers

Robin Robotcek, St. Cloud Area School District #742
8 a.m. –Noon Wednesday, April 17

Communication is the foundation for good management skills. This course will identify effective communication skills and teach you how to identify and overcome communication barriers and conflicts. The importance of delegation, empowerment, and constructive feedback will be discussed, as well as the importance of open, honest communication in order to promote trust. This course will assist you in the transition from worker to supervisor.

Note: Participants may miss one class but must make it up the following year to receive a certificate. Those who miss more than one class are not eligible to receive a certificate.

Registration Form Supervisor Development

- Sign me up for the 6 session Supervisor Development Certificate Program
- Program price:
\$325 – Chamber members
\$525 – General public

AND choose ONE:

- Session VI: Leadership in the Workplace
- Session VII: Interpersonal Communication Skills for Managers

Includes:
Five 2.5-4 hour sessions
One 4 hour elective
Reference materials
Refreshments
Certificate of completion

OR

- I will attend both electives at an additional cost of \$65

Printed name _____

Company _____

Address _____

Phone _____

Email _____

Method of payment:

- Bill me (members only) MasterCard
- Check Discover
- VISA American Express

Credit card number _____

Exp. date _____

CSV _____

Signature _____

Online: StCloudAreaChamber.com

Mail to: St. Cloud Area Chamber of Commerce
PO Box 487
St. Cloud, MN 56302-0487

Fax to: Attn: Registrations
(320) 251-0081

Email: Registrations@StCloudAreaChamber.com

Cancellations must be received at least 48 hours prior to the first program or fee payment will be expected. No refunds will be provided to program participants after February 1, 2019.

(Duplicate form as needed)