



SUPERVISOR CERTIFICATE SERIES

The ***Supervisor Certification Program*** offers broad coverage in the foundational principles of supervision, and the art and science of effective leadership. It addresses core skills in the areas as described below in the Four Levels of Course Descriptions. Participants will have the opportunity for peer interaction, practice and discussion of real-life scenarios.

The Program offers these courses during the Winter, Spring and Fall to provide the most flexibility for your workforce!

Complete all the courses to earn the Supervisory Diploma:

- Level 1: Basic Supervisor Certificate
- Level 2: Advanced Supervisor Certificate
- Level 3: Team Leader Certificate
- Level 4: Problem Solving Certificate
- 2 Elective Courses

Supervisor Diploma is a recognized honor bestowed by the Manufacturers' Association and is open to all persons in a supervisory or least position.

Attend at our Training Center or host at your location!

Level 1: Basic Supervisor Certificate
Striving for Peak PERFORMANCE

New and seasoned supervisors need to know how to communicate effectively; to take charge, and to build trusting relationships, by treating their employees with dignity and respect.

This 17 ½ -hour course empowers supervisors to build a Peak PERFORMANCE work environment by utilizing the 7 leadership “tools” that motivate their associates to achieve targeted results: Purpose, Expectations, Relationships, Feedback, Orientation, Recognition, and Morale. (The *PERFORM* model)

Topics include:

- The “Results Ladder”
- The multiple roles of a supervisor
- Leading on “purpose”
- Communicating clear expectations; delegation
- Building trusting relationships through the DiSC
- Reinforcing and re-directive feedback
- Orientation, training and coaching
- Recognition and conflict resolution
- Motivation and morale

Program Details: 5 sessions, 3 ½ hours each

Level 2: Advanced Supervisor Certificate
Exploring Your Leadership Potential

Supervisors need to continue to apply what they learned in Level 1 and develop their leadership potential to help their associates *PERFORM* at their peak.

This 17 ½ -hour course delves deeper into the 7 Tools of the *PERFORM* model. Learning will focus on further application of previous concepts and the introduction of additional leadership skills.

Topics include:

- Leadership skills assessment
- Emotional Intelligence
- Goal Setting and time management
- Workplace Civility
- Adapting through DiSC
- Feedback practice
- Coaching skill building, and the GROW model
- Applying Performance Recognition
- Win/win conflict resolution
- Motivation theories and application

Program Details: 5 sessions, 3.5 hours each

Level 3: Team Leader Certificate
Course Title: Reaching Your Leadership Peak

Mastery of the 7 Leadership Tools contained in the *PERFORM* model allows seasoned supervisors to explore ways to build a positive team environment and develop high performing teams.

This 7 hour course will examine the principles of team dynamics and team development.

Topics include:

- Types of teams; the value of team
- Four stages of team development
- The 6 “team success factors”
- The five “dysfunctions” of a team
- Roles of effective team leaders, and team members
- Using DiSC to build strong teams
- “Managing up”

Program Details: 2 sessions, 3.5 hours each

Note: Level 3, two-session course is typically combined with the Level 4, three-session course.

Level 4: Problem Solving Certificate
Course Title: Thinking “Outside the Box”

With Leadership of one’s people, an effective supervisor needs to learn how to be a critical thinker, problem solver and decision maker. Companies have unnecessary costs that can decrease internal and external customer satisfaction which, decreases job security and the profitability of the business. Some of these unnecessary costs are: scrap, rework, low/under production, output, unplanned downtime, material deficiencies, customer complaints & warranty issues.

This 10 ½- hour Course focuses on thinking critically; finding creative solutions for everyday process problems, and making winning decisions.

Topics include:

- Divergent thinking vs. convergent thinking
- Critical Thinking mind set and strategy skills
- Six Step problem solving model
- Efficient decision-making techniques

Program Details: 3 sessions, 3.5 hours each

Note: Level 4, three-session course, is typically combined with the Level 3, two-session course.