

## Program Description

This 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.

To be an effective supervisor, you must possess many different qualities such as flexibility, strong leadership skills, and commitment to goals. We often see supervisors as teachers, counselors and mentors.

Through the Supervisor Development Program at the St. Cloud Area Chamber, we offer you seven courses in seven distinct areas that will 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 for a complete series.

*"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."*

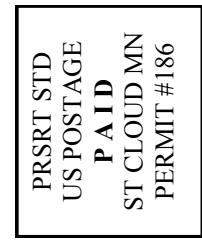
- Leadership With a Human Touch

**LOCATION:**  
St. Cloud Area Chamber of Commerce  
Harold Anderson Meeting Room  
110 6th Avenue South, St. Cloud

**PARKING:**  
Two-hour limit parking across from the Chamber or parking ramp near Herberger's. The parking ramp rate is 40 cents per half hour.



**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.



St. Cloud Area Chamber of Commerce | Business Development Council presents

# Supervisor Development Certificate Program '12



Return Service Requested

## Course Descriptions

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

*Melinda Sanders and Cally Kjelleberg,  
Quinlivan & Hughes*

**8 a.m. –Noon Thursday, Jan. 19**

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. In this session, interaction is involved and demonstrative aids will be used to illustrate basic concepts and techniques that will help you stay out of trouble.

### SESSION II: Hiring for Retention

*Lynn Holmwig, GNP Company*

**8 –10:30 a.m. Thursday, Feb. 2**

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 how to write an accurate position description, recruiting, and interviewing.

### SESSION III: Supervising Others— A Team Approach

*Nancy Myers, GNP Company*

**8 a.m. –Noon Thursday, Feb. 9**

In this course you will examine the process of training and orientation used in your workplace, and 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 IV: Helping Employees Achieve Peak Performance

*Gail Ivers, St. Cloud Area Chamber of Commerce*

**8 –10:30 a.m. Thursday, March 15**

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. Sample job descriptions and performance appraisal tools will be shared.

### SESSION V: Conflict Management

*Bruce Miles, Big River Group, LLC*

**8 –11 a.m. Thursday, April 5**

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, Signature Training Solutions,  
& Gail Ivers, St. Cloud Area Chamber of Commerce*

**8 a.m. –Noon Thursday, Feb. 23**

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, Anoka-Ramsey Community College*

**8 a.m. –Noon Thursday, April 12**

Communication is the foundation of good management skills. This course will identify effective communication skills and instruct the participants on 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 individuals 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 material  
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 \_\_\_\_\_

Signature \_\_\_\_\_

Online: <http://events.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](mailto: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 Jan. 19, 2012.

(Duplicate form as needed)