

SUPERVISION PART II: FUNDAMENTALS OF LEADERSHIP

BEST SELLER!

Five half-day sessions

**All sessions 1:30 - 4:30 p.m.,
unless noted otherwise**

Bloomington, MN	
Thu.	3/5, 3/12, 3/19, 3/26, and 4/2/2020
Chanhassen, MN	
Tue.	3/24, 3/31, 4/7, 4/14, and 4/21/2020
Mankato, MN	
Wed.	4/15, 4/22, 4/29, 5/6, and 5/13/2020
Plymouth, MN	
Thu.	1/9, 1/16, 1/23, 1/30, and 2/6/2020
Mon.	3/16, 3/23, 3/30, 4/6, and 4/13/2020
8:30 - 11:30 a.m.	
Thu.	4/9, 4/16, 4/23, 4/30, and 5/7/2020
Wed.	5/6, 5/13, 5/20, 5/27, and 6/3/2020
St. Paul, MN	
Tue.	6/9, 6/16, 6/23, 6/30, and 7/7/2020

This course builds on the basic supervision skills learned in Supervision Part I: Leadership Fundamentals. You will select a real-life situation from work and apply listening techniques and the innovation process.

LEARNING OBJECTIVES:

- Demonstrate effective communication techniques.
- Identify processes to implement and manage change in the workforce.
- Describe ways to reduce problems and create innovation.
- Identify techniques to foster a culture where employees are empowered to act and then inform.
- Execute a plan to encourage an organizational philosophy of continuous improvement.

When you complete the entire program, you will receive a certificate recognizing your achievement.

WHO SHOULD ATTEND:

Any experienced supervisor or manager who wants to enhance or refresh their communication and interpersonal skills or learn how to effectively problem-solve at work.

💰 Fee: \$550 MRA members | \$715 nonmembers



CEUs:
1.4 (13.75 hours)

HRCI Credits:
13.75 HR (General)

SHRM:
13.75 PDCs