



Winter/Spring 2010

SUPERVISING EMPLOYEES CERTIFICATE

Morning & Evening program times to fit into your schedule!

Overview

You know the realities of today's workplace - lessening staff are dealing with increasing workloads and more challenge people issues than ever before. As a manager in today's workplace, you know that you must continue to sharpen your management skills to meet these demands, not only for your own effectiveness, but your team's success and overall organization's performance.

This eight-week program provides new or soon-to-be promoted supervisors and managers with a solid foundation in the essentials of supervising employees. You will leave each session with higher levels of self confidence, backed by skills that you can immediately apply when you return to work!

Program Topics include:

- Transition from Peer to Supervisor
- Management Basics
- Managing Within the Law
- Effective Communication Skills
- Coaching & Feedback
- Goal Setting & Time Management
- Managing Invisible Diversity Conflicts
- Performance Management

Program Information

Fees:

\$139 for individual classes

\$999 for Series Fee

Team Savings for three or more employees attending the same class!

Location: All classes are held at the CSUSM San Marcos Campus

(Visit our website for CSUSM Temecula location classes and schedule)

This popular program has also been offered on site to companies and tailored to their specific organization needs. For more information, call our office at 760-750-4020.

TO REGISTER:

Visit www.csusm.edu/el

Or call: 760-750-4020

See reverse for course details

California State University
SAN MARCOS

Extended
Learning

COURSE INFORMATION

Transition from Peer to Supervisor

As a new supervisor, there are many new challenges that will be presented. And, even if you have been a supervisor or team leader for a while, establishing yourself as an efficient supervisor takes ongoing effort. This session will examine basic management skill behaviors and mindsets needed to be a successful supervisor. Discussions will include the differences between a contributor and a leader and how to effectively supervise former peers.

Management Basics for New Supervisors

For managers to be successful, they need to understand the organizational big picture before dealing with the details of people and productivity issues. This workshop will help participants understand how their role as a leader relates to the overall organization and begins to build the traits of an effective leader. Discussions will include how technology and globalization have and will impact the workplace and how to incorporate Emotional Intelligence into their every day actions.

Managing Within the Law

Managers and supervisors make decisions every day that can have significant legal implications for not only themselves but their organizations as well. This workshop will highlight some of the relevant laws and their application to the daily operations and functions of a manager including preventative employment practices, & harassment situations. Candid discussions will include how to avoid workplace violence and misconduct, dealing with drug and alcohol abuse, and creating an environment of mutual trust and communication.

Effective Communication Skills

A manager's ability to effectively communicate with their staff is the key to a successful and productive department or team. The ability to influence and motivate people whose values, styles and ability to listen are different than theirs are skills that may not come easy but can be learned. Participants will have the opportunity to assess their own communication styles and perceptions and see how they translate to interactions with their staff and others.

Performance Management

One of the key responsibilities of a supervisor is to manage an employee's performance. This session will help supervisors better understand what an effective Performance Management System is, its purpose, elements and processes, and what their role is in making that system effective for both the organization and its employees. Discussions will focus on the steps needed to identify, encourage, improve and reward employee performance as well as the linkage between Human Resource and Training systems

Managing Invisible Diversity Conflicts

Too often managers and supervisors find themselves ill-equipped to handle challenges and conflicts around "invisible diversity issues," including sexual orientation, religious and political affiliation, generation, marital and parental status, personality and many others. The key to successfully handling these issues lies in managers developing "cultural competence" and "diversity coaching" skills. This workshop will introduce supervisors to their responsibility and role in managing a variety of issues related to a diverse workforce.

Coaching & Feedback

Providing specific, relevant and appropriate feedback to an employee can be the most difficult and yet most important aspect of being a manager. It's been said, "If you mastered no other management skill well than the ability to give feedback you'd be a good manager." This workshop will provide participants with tools to conduct positive results-oriented discussions. Class discussions and role-plays will emphasize conflict resolution strategies and delivering feedback for win/win results!

Goal Setting & Time Management

As your responsibilities change and increase, you will be dealing with many new people and operational responsibilities and the expectations of your performance from your supervisor will also be an added challenge. This program will show you why it is more important than ever to apply both effective time management and goal setting techniques for you and your staff, but also maintain a balance between your new work responsibilities and your non-work responsibilities.

Course Title	Morning Sessions Tuesdays: 8:30am – 12noon	Evening Sessions Wednesdays: 5:30 – 9pm
Transition from Peer to Supervisor	February 2	April 7
Management Basics	February 9	April 14
Managing Within the	February 16	April 21
Effective Communication Skills	February 23	April 28
Performance Management	March 2	May 5
Managing Invisible Diversity Conflicts	March 9	May 12
Coaching & Feedback	March 16	May 19
Goal Setting & Time Management	March 23	May 26

TO REGISTER: Visit www.csusm.edu/el or call 760-750-4020