

# COURSE SCHEDULE

COURSE	SPRING 2023
Transition from Peer to Supervisor	March 7, 2023
Management Basics for New Supervisors	March 14, 2023
Coaching and Feedback	March 21, 2023
Effective Communication Skills	March 28, 2023
Cultural Competency for the Workplace	April 4, 2023
Managing Within the Law	April 11, 2023
Performance Management	April 18, 2023
Goal Setting and Time Management	April 25, 2023

## SCHEDULE DETAILS

**DAYS:** Tuesdays **TIME:** 8:30 a.m. – 12 p.m. (noon)

### COSTS

#### FEES:

- \$175 for individual classes
- \$1,400 for entire certificate

#### SAVINGS:

- CSUSM alumni and students receive 15% savings, email [professionaldevelopment@csusm.edu](mailto:professionaldevelopment@csusm.edu) to register and receive your promotional code
- Team savings for three or more employees attending the same class

### ON-SITE OPTION

This popular program can be offered on-site to companies and can be tailored to meet your organization's specific needs. For more information about this and other customizable programs, email [professionaldevelopment@csusm.edu](mailto:professionaldevelopment@csusm.edu).

FOR MORE INFORMATION AND TO REGISTER

[csusm.edu/el/supervising](https://csusm.edu/el/supervising)

760.750.4020 | [PROFESSIONALDEVELOPMENT@CSUSM.EDU](mailto:PROFESSIONALDEVELOPMENT@CSUSM.EDU)

CSUSM EXTENDED LEARNING



CERTIFICATE IN

# SUPERVISING EMPLOYEES

#### EIGHT-WEEK PROGRAM

Classes meet for a half-day  
each week for eight weeks

#### DESIGNED FOR NEW MANAGERS

Gain the foundation  
and confidence to be an  
effective manager

#### CUSTOMIZABLE PROGRAM

Program can be offered  
on-site to meet your  
specific needs

## PROGRAM OVERVIEW

In today's workplace, fewer staff members are dealing with increasing workloads and more challenging employee issues than ever before. As a manager, you must continually sharpen your supervisory skills to meet these demands, not only for your own effectiveness, but also for your team's success and overall organizational performance.

## AUDIENCE

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 confidence, backed by skills that you can immediately apply when you return to work.

## WHAT YOU'LL LEARN

- Skills and insights needed to lead
- How to easily adjust to changing expectations from your supervisor, peers and team members
- How to lead your team in a culturally diverse organization
- Legal considerations and relevant laws needed to protect you, your employees and your organization

## COURSE TOPICS

### TRANSITION FROM PEER TO SUPERVISOR

This session will examine basic management skills, 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

This session will help you understand how your role as a leader relates to the overall organization and the traits of effective leadership. Discussions will include how technology and globalization influence the workplace and how to incorporate emotional intelligence into your everyday actions.

### MANAGING WITHIN THE LAW

As a manager or supervisor, you make decisions every day that can have significant legal implications for yourself and your organization. This workshop will highlight some relevant laws and their application to the daily operations and functions of a manager including preventive employment practices and 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

Your ability as a manager to communicate effectively with your staff is the key to a successful and productive department or team. The ability to influence and motivate people whose values, styles, and abilities to listen are different than yours are skills that may not come easily but can be learned. You will have the opportunity to assess your own communication styles and perceptions and see how they translate to interactions with your staff and others.

## PERFORMANCE MANAGEMENT

One of the key responsibilities as a supervisor is to manage an employee's performance. This session will help you better understand what an effective Performance Management System is, its purpose, elements and processes, and what your 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.

## CULTURAL COMPETENCY IN THE WORKPLACE

Cultural competency begins and ends with knowing yourself and understanding how your own cultural values affect your perceptions of others, both on the job and in your personal life. You will a personal cultural perception profile as a benchmark for reflection and explore how individual values affect individual and group decisions and how social influences impact a team's attitudes, beliefs, values and perceptions.

## COACHING AND FEEDBACK

Providing specific, relevant and appropriate feedback to an employee can be the most difficult and the most important aspect of being a manager. This session will provide you with tools to conduct positive results-oriented discussions including conflict resolution strategies and delivering feedback for win/win results.

## GOAL SETTING AND TIME MANAGEMENT

As your responsibilities change and increase, you will deal with many new people and operational responsibilities, and greater expectations will be placed on your performance. 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, and maintain a reasonable balance between your new work responsibilities and your non-work responsibilities.