

# Eastern Kentucky University Workforce Development

## “First Line Supervision Certificate Program”

Now that you’re a supervisor, you have most likely developed the technical skills required in your field. Your continued success now depends upon the ability to get things accomplished through others. EKU’s supervision program helps develop your interpersonal skills or “people skills” area. The programs are designed to offer a bridge between technical skills and supervising others to increase overall company performance. These classes are helpful for new supervisors, those without formal training, and workers who hope to move into a supervisory role in the future.

EKU plans to kick off the “*First Line Supervision Certificate Program*” with the 3-day Basic Core Concepts I on August 7, 14, & 23 in Richmond. Participants will then select an additional 18 hours (3 days) of elective seminars to complete the Basic Supervision Certificate program. The elective seminars may be taken as part of the Certificate Program, or as a stand-alone professional development activity. The full schedule for Fall, 2018 is included in this brochure.

Graduates may choose to continue on into the Advanced Supervision Certificate Program. The second phase of the program requires the 3-day Advanced Core Concepts II, which is scheduled for November 1, 8, & 13 in Richmond. Participants will then select three additional 18 hours (3 days) of electives to complete the Advanced Supervision Certificate Program.

### Program Benefits

- ◆ The First Line Supervision Certificate program can be used for supervisors at many levels:
  - ◆ Experienced on the job but never having benefitted from formal or structured training.
  - ◆ New on the job and just getting started.
  - ◆ Training to prepare for future openings.
  - ◆ Having interest in becoming a supervisor but would like a better understanding of the skill requirements.
- ◆ This program provides insight and understanding into the skills, knowledge and techniques demonstrated by successful supervisors.
  - ◆ The approach is straight-forward and to the point.
  - ◆ The goal is to increase awareness and understanding.
- ◆ Most importantly, this program addresses leadership and the need to build relationships with the team the supervisor is leading.



# Eastern Kentucky University Training for Supervisors Fall 2018 Class Schedule

## Basic Core Concepts I

Core Concepts I provides participants the opportunity to learn vital skills needed to successfully supervise in today's ever-changing workplace. This course is based around the following topics: Learning your New Role, Expectations of Supervision, Motivating and Coaching Others, and other critical issues. Participants complete the Myers-Briggs Type Indicator to learn more about themselves and how they make decisions in the workplace. *Instructor Larry Palmisano has been leading training at EKU since 2008. He retired with more than 40 years of manufacturing experience, with 20 years as a Plant Manager. Larry has a degree in Industrial Management from the University of Akron.*

## Advanced Core Concepts II

Advanced Core Concepts II offers an opportunity for a supervisor to expand the concepts introduced in Core I through detailed examination and case-study experience. Added material includes the performance appraisal process, the changing workplace, legal aspects of supervision, and growing into management. Learn to make your best skills as supervisor become second nature. *Instructor Coy J. Brown is an organization & leadership development facilitator specializing in training and development. Coy holds a Masters in Communication from the University of Kentucky as well as a Masters in Human Resource Management & Development from Chapman University in California.*

### Richmond

- Basic Core Concepts I  
*August 7, 14, & 23*
- Effective Team Building  
*August 30*
- Legal Issues  
*September 6*
- Interpersonal Communication  
*September 11*
- Managing Stress  
*September 20*
- Business Writing  
*September 28*
- Accident Prevention  
*October 2*
- Coaching & Workplace Communication  
*October 11*
- Dealing with Difficult People  
*October 18*
- Advanced Core Concepts II  
*November 1, 8, & 13*
- Presentation Skills  
*November 27 & 28*
- 5 S Training  
*December 4*
- DISC Personal Profile  
*December 11*

### Manchester

- Customer Service  
*November 12*

### Corbin

- Basic Core Concepts I  
*Offered in Richmond*
- Advanced Core Concepts II  
*Offered in Richmond*
- Sexual Harassment  
*September 13*
- Creative Problem Solving  
*September 27*
- Customer Service  
*October 2*
- Motivating Employees  
*October 9*
- Time Management  
*October 30*
- Conflict Management  
*November 6*
- Emotional Intelligence  
*November 29*
- Leadership Thinking Skills  
*December 4*
- Generational Differences  
*December 6*

Classes are 9:00 a.m. to 4:00 p.m.  
Course Tuition (includes materials)

- 3 Day Seminar     \$450
- 2 Day Seminar     \$350
- 1 Day Seminar     \$250
- Computer Classes   \$200

## Elective Options:

- **Accident Prevention**  
Highlights practical approaches to promote safety and prevent accidents in the workplace. *Instructor James Bastin serves as the Asst. Chief of Operations for the Bluegrass Army Depot. He has taught OSHA training at EKU since 2011 and holds a Bachelors in Fire & Safety Engineering.*
- **Business Writing**  
Improve your written communication skills. *Instructor Lisa Oakes currently serves as an adjunct instructor for EKU. Lisa holds a Bachelors Degree from Southern Illinois University as well as a Master of Arts Degree in Business Education from EKU.*
- **Coaching & Workplace Communication**  
Assess employees' development needs and respond with appropriate leadership style. *Instructor Zella Pearson is a trainer for business and industry. Zella holds a Bachelors Degree from the University of Kentucky as well as a Masters in Education from EKU.*
- **Conflict Management**  
Use communication skills to defuse conflict and solve problems. Learn how to respond successfully in a variety of situations that occur in the workplace. *Instructor Coy J. Brown—please see bio on the following page.*
- **Creative Problem Solving**  
Learn how to effectively apply creative techniques for problem solving while capitalizing on your own creative talents. *Instructor Kathy Werking has faculty experience at University of Louisville, EKU, and the Kentucky Dept. for Criminal Justice Training. Kathy holds a Ph.D. in Interpersonal Communication from Purdue University in Indiana.*
- **Customer Service**  
Is anything more important than good customer service? This course will provide tips for dealing with difficult people, how to be assertive without appearing rude, and techniques for working with the public. *Instructor Zella Pearson—please see bio above.*
- **Dealing with Difficult People**  
This course emphasizes communication and flexible thinking as key methods of dealing with difficult people. *Instructor Kathy Werking—please see bio above.*
- **DISC Personal Profile**  
This course is designed for people who want to identify, better understand, and more effectively manage their behavioral tendencies in four key areas of life and the workplace. *Instructor Coy J. Brown—please see bio on previous page.*
- **Effective Team Building**  
Learn the practical framework required for building teams within a work unit. *Instructor Zella Pearson—please see bio above.*
- **Embracing your Emotional Intelligence**  
Leaders will benefit from this course by understanding how aware they are of their emotions as well as those of others, how to deal with negative emotions, and how to utilize positive emotions to improve their leadership performance and that of their team. *Instructor Joel DiGirolamo has over 30 years of staff & management experience in Fortune 500 companies. Joel is the author of the award-winning books Leading Team Alpha and Yoga in No Time at All and holds a Masters in Business Administration as well as a Masters in Psychology.*
- **Generational Differences**  
Learn how work behaviors result from values that may vary based upon generation, stage in career, and stage in life. *Instructor Joel DiGirolamo—please see bio above.*
- **Interpersonal Communication**  
Learn how to communicate effectively with people. Effective communication leads to increased efficiency and effectiveness of workers. *Instructor Gary Davis has more than 30 years experience providing services which impact at-risk children and adults. In addition to being an adjunct faculty member at EKU, he has been involved in the development of traditional and on-line courses at the university.*
- **Leadership Thinking Skills**  
This course provides students with a toolbox of highly effective thinking concepts and methods to apply in their lives and in their workplaces. *Instructor Coy J. Brown—please see bio on previous page.*
- **Legal Issues for Supervisors**  
Explore legal aspects and obligations of being a supervisor. *Instructor Kacey Coleman has practiced law for over 20 years with her primary emphasis in the area of employment law. Kacey holds a J.D. from the University of Kentucky.*
- **Managing Stress**  
From burnout to performance...learn what causes stress, its effect on behavior, physical and mental health, and ways to alleviate stress. *Instructor Joel DiGirolamo—please see bio above.*
- **Motivating Employees**  
Learn practical leadership skills to increase employee motivation and performance. *Instructor Zella Pearson—please see bio above.*
- **Presentation Skills**  
As a supervisor, having good presentation skills is a must...but it can also be intimidating to speak to a group. This two-day seminar provides the opportunity to develop your presentation style in a safe environment. *Instructor Kathy Werking—please see bio above.*
- **Sexual Harassment**  
Led by a practicing attorney "policy to prosecution"...current issues that supervisors need to know for today's workplace. *Instructor Kacey Coleman—please see bio above.*
- **Time Management**  
Designed for anyone who wants to do a better job managing their time—both in the workplace and at home. *Instructor Coy J. Brown—please see bio on the following page.*
- **MS 2013**  
Instructor-led Microsoft 2013 computer classes are available. Only one computer class may count towards each certificate.
- **5 S Training**  
Focuses on effective workplace organization and standardized work. *Instructor Zella Pearson—please see bio above.*



## Register Now for Richmond Classes

Outlook 2013 Basic  
September 14

Excel 2013 Basic  
October 5

Excel 2013 Intermediate  
October 26

Excel 2013 Advanced  
December 7

## Register Now for Corbin Classes

Excel 2013 Basic  
September 7

Excel 2013 Intermediate  
October 12

Excel 2013 Advanced  
November 16

Outlook Basic  
November 30

PowerPoint 2013 Basic  
December 14

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**Workforce Development  
[workforce.eku.edu](http://workforce.eku.edu)**

### **Classes Offered At:**

**EKU Richmond Campus  
Perkins Building  
521 Lancaster Avenue  
Richmond, KY 40475**

**EKU Corbin Campus  
Corbin By-pass/Hwy 3041  
One Pennington Way  
Corbin, KY 40701**

**EKU Manchester Campus  
50 University Drive  
Manchester, KY 40962**