



TRAINING FOR SUPERVISORS

FIRST LINE SUPERVISION CERTIFICATE PROGRAM

Now that you are a supervisor, you have most likely developed the technical skills required in your field. Your continued success depends on the ability to get things accomplished through others. EKU's supervision program develops 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.

BASIC SUPERVISION CERTIFICATE

The First Line Supervision Program begins with an 18-hour seminar (3 one-day classes), Basic Core Concepts I. Participants then select additional 18 hours (3 days) of elective seminars—6 hours of which may be computer classes. This completes the Basic Supervision Certificate for a total of 36 hours. **Basic Core Concepts I is required to receive the Basic Supervision Certificate.**

ADVANCED SUPERVISION CERTIFICATE

Advanced Supervision is the second phase of the program and consists of another 18-hour seminar (3 one-day classes), Advanced Core Concepts II. Participants then select an additional 18 hours (3 days) of elective seminars—6 hours of which may be computer classes—for a total of 36 hours of training. This completes the Advanced Supervision Certificate. **Advanced Core Concepts II is required to receive the Advanced Supervision Certificate.**

BASIC CORE CONCEPTS I

Basic Core Concepts I provides participants skills needed to successfully supervise in today's ever-changing workplace. The course is based around the following topics: Learning Your New Role, Expectations of Supervision, Motivating and Coaching Others, and other critical issues. Instructor Larry Palmisano has been leading training at EKU since 2008. He retired with more than 40 years of manufacturing experience, and with 20 years as a plant manager. Larry's credentials includes 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 becomes 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 Master in Human Resource Management & Development from Chapman University in California.

FIRST LINE SUPERVISION ELECTIVE DESCRIPTIONS

- **Accident Prevention** - Highlights practical approaches to promote safety and prevent accidents in the workplace.
- **Business Writing** - Improve your written communication skills.
- **Coaching & Workplace Communication** - Assess employees' development needs and respond with appropriate leadership style.
- **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.
- **Creative Problem Solving** - Learn how to effectively apply creative techniques for problem solving while capitalizing on your own creative talents.
- **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.
- **Dealing with Difficult People** - This course emphasizes communication and flexible thinking as key methods of dealing with difficult people.
- **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.
- **Effective Team Building** - Learn the practical framework required for building teams within a work unit.
- **Embracing your Emotional Intelligence** - Leaders will understand 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 teams.
- **Generational Differences** - Learn how work behaviors result from values that may vary based upon generation, stage in career, and stage in life.
- **Interpersonal Communication** - Learn how to communicate effectively with people. Effective communication leads to increased efficiency and effectiveness of workers.
- **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 work place.
- **Legal Issues for Supervisors** - Explore legal aspects and obligations of being a supervisor.
- **Managing Stress** - From burnout to performance learn what causes stress, its effect on behavior, physical and mental health, and ways to alleviate stress.
- **Motivating Employees** - Learn practical leadership skills to increase employee motivation and performance.
- **Microsoft Classes** - Instructor-led Microsoft computer classes are available. Only one computer class may count towards each certificate.
- **Project Management Fundamentals** - Successfully managing a project requires effective planning and adherence to the industry's best practices in every step of the process.
- **Sexual Harassment** - Led by a practicing attorney, "policy to prosecution" ...current issues that supervisors need to know for today's workplace.
- **Time Management** - Designed for anyone who wants to do a better job managing their time - both in the workplace and at home.
- **5S Training** - Focuses on effective workplace organization and standardized work.

TRAINING FOR SUPERVISORS

2024 CLASS SCHEDULE - EKV RICHMOND CAMPUS

Classes are 9:00 a.m. to 4:00 p.m.

Our seminars can be taken as part of the Certificate program or as an individual professional development topic.

SPRING SCHEDULE

- Basic Core Concepts I — January 18, 25, February 1
- Coaching & Workplace Communication — February 13
- Creative Problem Solving — February 15
- Basic Computer Skills — February 21
- Dealing with Difficult People — February 22
- Sexual Harassment — February 29
- Excel Basic — March 6
- Leadership Thinking Skills — March 7
- Project Management Fundamentals — March 21
- Accident Prevention — March 26
- Generational Differences — March 28
- Advanced Core Concepts II — April 4, 11, 18
- Excel Intermediate — April 10
- Effective Team Building — April 23
- Excel Advanced — May 8
- Time Management — May 9

FALL SCHEDULE

- Basic Core Concepts I — August 8, 15, 22
- Legal Issues for Supervisors — August 29
- Embracing Your Emotional Intelligence — September 5
- Conflict Management — September 12
- Motivating Employees — September 17
- Customer Service - September 26
- Excel Basic — October 2
- Interpersonal Communication — October 8
- Business Writing — October 10
- Advanced Core Concepts II — October 17, 24, 31
- Excel Intermediate — November 6
- DISC Personal Profile — November 14
- Managing Stress — November 21
- Excel Advanced — December 4
- 5S Training — December 5

Course Tuition (includes materials)

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

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