

Eastern Kentucky University

Training for Supervisors

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.



"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 an 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.**

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. 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 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.**

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.

On-site customized training is available. Call Workforce Development at 859-622-6216 for a free quote or to register today! Visit workforce.eku.edu for more information.

Eastern Kentucky University

Training for Supervisors

2022 Class Schedule at ECU Richmond Campus

Contact us to schedule classes in Corbin or Manchester

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.

<u>Spring Schedule</u>	<u>Fall Schedule</u>
<ul style="list-style-type: none"> • Basic Core Concepts I - January 13, 20, 27 • Accident Prevention - February 3 • Coaching & Workplace Communication - February 10 • Basic Computer Skills - February 11 • Creative Problem Solving - February 17 • Generational Differences - February 24 • Project Management Fundamentals - March 3 • Excel 2016 Basic - March 4 • Leadership Thinking Skills - March 10 • Sexual Harassment - March 22 • Dealing with Difficult People - March 31 • Advanced Core Concepts II - April 7, 14, 21 • Excel 2016 Intermediate - April 8 • Effective Team Building - April 28 • Time Management - May 5 • Excel 2016 Advanced - May 6 	<ul style="list-style-type: none"> • Basic Core Concepts I - August 11, 18, 25 • Legal Issues for Supervisors - September 1 • Conflict Management - September 8 • Embracing Your Emotional Intelligence - September 15 • Motivating Employees - September 22 • Managing Stress - September 29 • Cultural Diversity & Inclusion - October 6 • Excel 2016 Basic - October 7 • Business Writing - October 13 • Interpersonal Communication - October 20 • Advanced Core Concepts II - October 27, November 3, 10 • Excel 2016 Intermediate - November 4 • 5S Training - December 1 • DISC Personal Profile - December 8 • Excel 2016 Advanced - December 9

Course Tuition (includes materials)

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

EKU Workforce Development Staff

Susan Cornelius, Director
susan.cornelius@eku.edu
(859) 622-6216

Shari VanHoose, Training Administrator
shari.vanhoose@eku.edu
(859) 622-1217

Cindy Hamilton, Assistant
cindy.hamilton@eku.edu
(859) 622-1228

Elective Options:

- **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.
- **Cultural Diversity & Inclusion**
This course is designed to provide awareness of cultural diversity and inclusion. The course challenges participants to learn to appreciate differences, address unconscious bias, and to support diversity giving all individuals an equal opportunity.
- **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 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 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 workplace.
- **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 2016**
Instructor-led Microsoft 2016 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.