



Course Descriptions

Assertiveness	Define and describe the key characteristics of assertiveness, passiveness and aggressiveness as communication styles. Understand how to be more assertive, using words, voice and body language to get your point across. Increase your level of assertiveness in everyday work scenarios, including making requests, disagreeing, giving bad news, and saying no.
Authority and Delegation	In order to be an effective supervisor, it is important to feel confident in your role. Equally as important, is the need to create a working environment that encourages individual and team contribution to the goals of your organization. "Authority and Delegation" will blend theory with skill building.
Business Writing	This will help you write clear, concise grammatically-correct documents that are easy to read and understand.
Change Management	We are asked to change frequently in our workplace. You will learn how to process change internally and externally and to help others adapt to changes around them.
Coaching with Positive Expectations	Do you know how to comfortably offer your employees resources, support and advice for better performance? This course will enable you to create a plan to coach your employees with one-on-one meetings and provide clear communication about their performance.
Conflict Management	You will identify your own "hot buttons" and strategies to help you respond in an appropriate manner to those issues. Develop interpersonal skills by identifying types and levels of conflict by choosing a resolution mode which addresses any given conflict.
Emotional Intelligence	EQ will improve your self-awareness about emotional and social intelligence. It will enable you to evaluate your own emotional intelligence and its impact on your life and work.
Employment Law	This course will provide you with an awareness of employment law related to the public sector and the government as your employer. It will provide guidelines for decision-making that relates to your work environment. You will learn terms and preview case studies related to employment laws.
Ethics and Integrity	Know the barriers to ethical decision-making. Increase awareness of ethical dilemmas related to your work. Identify and describe moral perspectives to reinforce decision-making.
Generations and Diversity	You will learn ways of dealing with different generations as well as the very diverse gender and culture issues of today's workforce.
Goal Setting	SMART goals need to be in place for every state employee. It is the supervisor's responsibility to usher their employees through the process. You will get "how to" ideas from this course.



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Influencing and Negotiating	We negotiate for almost everything in our personal and professional lives. Our success depends on our ability to problem solve with others to create mutual value so that we can meet our needs, and the needs of others in ways that don't hurt either party (win-win). peer rate.
Meeting Management	Examine processes such as agendas, ground rules, roles of facilitator, scribe, timekeeper, meeting participant.
Motivation and Rewards	This course will help you as supervisor explore how human behavior affects the workplace and your role in creating a motivating work environment. By the end of class, you will be able to identify no-cost ways to recognize your employees.
Project Management Overview	If you handle projects of any kind, you will get an overview of project management key areas such as: Project Integration, Scope, Time, Cost, Communications and Risk Management.
Teamwork	Learn how high-performing teams communicate, respect different styles, and handle conflict and form consensus in a group setting.
Time Mastery	Time Mastery will provide each participant a complete, self-directed assessment of current time management effectiveness. You will become more aware of what your time management behaviors are, what skills may be lacking and will develop strategies to improve skill gap areas. Key areas addressed will be: attitudes, goals, priorities, planning, scheduling, and handling interruptions, delegation, and procrastination.