

Practical and Applicable Knowledge Approach Supervisory Training
Sponsored by Facilities & Campus Services

This is a series of six professional development courses designed to build skills in front line supervisors and managers for managing employees, satisfying customers and promoting immediate results for success in the workplace. Participants will come away from this series of courses with a wealth of knowledge and practical applications to use on their jobs. This series which will be taught by DDI (Development Dimensions International) certified instructors, and upon successful completion of the series, each participant will receive a DDI certificate.

The courses are divided into Group 1 marked with an “!” and Group 2 marked with a “+” because of space limitations.

The six courses are:

Interaction Skills for Success	Tuesday, September 8 th	8am – Noon ! 1pm – 5pm +
Essentials of Leadership	Thursday, September 10 th	8am – Noon ! 1pm – 5pm +
Service Plus	Tuesday, September 15 th Thursday, September 17 th	8am – 5pm ! 8am – 5pm +
Resolving Conflict	Tuesday, September 22 nd	8am – Noon ! 1pm – 5pm +
Communicating with Others	Thursday, September 24 th	8am – Noon ! 1pm – 5pm +
Coaching for Improvement	Tuesday, September 29 th	8am – Noon ! 1pm – 5pm +

Location: Forsyth Technical Community College West Campus (Bolton Street)
Classroom 36

All six courses will be interactive in format with participants expected to participate in hands-on assignments with the instructor and the other participants in the courses.

Interaction Skills for Success is designed to help participants choose the most effective way to interact with others in order to reduce wasted time and miscommunication, get what you need from your interactions, and maintain strong working relationships while reducing misunderstandings and conflicts.

Essentials of Leadership is designed to help participants multiply their effectiveness by motivating their team and helping people to accomplish more in less time build strong interpersonal relationships with employees, and to help get results from employees by providing them with feedback they are willing to accept and upon which they are able to act to enhance their performance.

Service Plus is designed to help participants build essential service skills to promote unprecedented levels of customer satisfaction and loyalty. It will provide participants with tools to think and act consistently to please customers. It's a fun session with cliff-hanger videos, engaging activities, games, and fast-paced discussions.

Resolving Conflict This course teaches participants how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic—regardless of which stage a conflict is in. Participants learn the cost of conflict to an organization and techniques for handling even the most challenging conflict-related discussions effectively.

Communicating with Others is designed to help participants communicate more effectively with coworkers, leaders, team members, suppliers, and customers. It helps participants to be aware of communication barriers, shows ways to overcome these barriers, and demonstrates the importance of communications in the workplace.

Coaching for Improvement is designed to help participants encourage others to take charge of improving performance, altering work habits, developing an improvement plan, and measuring their progress. Participants will learn to prepare for and conduct successful improvement discussions, handle specific challenges that might occur, and foster morale and productivity by addressing performance and work-habit issues in a firm, fair, and consistent manner.