

First Line Supervision Certification

This 8 Hour Dual Certification Course is facilitated by Sergeant Manny Arrebola and Dr. Peter A. Davila



The First Line Supervision course is designed for individuals in supervisory positions as well as those about to be promoted. It provides an overall study of effective supervision techniques. Students will be provided with an understanding of management expectations of the supervisor and the expectations of subordinates. At the end of the course students will be able to identify leadership with an overview of popular theories of leadership and leadership mistakes. They will also recognize various theories of motivation including, Motivation-Hygiene Theory, Theory X-Theory Y and most importantly will learn techniques used to motivate employees. Positive and negative discipline will also be explored. The employee evaluation process will be explained allowing various forms and techniques to be used by individual companies. The importance of documentation for discipline as well as to shield the company from unnecessary litigation will be discussed. Other topics such as supervising difficult employees and supervising minorities will also be explored.

Human Diversity Certification

This course is designed to create discussion about diversity in the workplace. It is appropriate for all employees but may be tailored to a specific target audience such as supervisors. The course includes but is not limited to sexual harassment. The student will differentiate between what is known as Hostile working environment and Quid Pro Quo. The course focuses on dealing with feelings, attitudes and behaviors that employees bring to the work force. Successful completion of this course will not only improve the work atmosphere but also serves as evidence that the company is committed to reducing incidents of harassment and discrimination.

COST

The cost of this 8 hour certification course is \$295.00. This includes the Training Manuals and Certificate along with technical support and consulting from the instructors that might be needed from time to time from the student.

LOCATIONS

American Security Consultants of Dade & Broward



www.ascmiami.com