

# SUPERVISORY SKILLS CERTIFICATION PROGRAM

## Master Critical Supervisory Skills

**Certification Program Begins August 29, 2017**  
Sponsored by Las Vegas Leadership Skills Training Institute



**LAS VEGAS REGION**



### **Who Should Attend:**

- *Supervisors and Managers*
- *Business Owners*
- *Organizational Leaders*
- *Emerging Leaders*
- *HR Program Managers*

## Concrete Practical Skills for Your Supervisors & Managers

- **Managing Difficult Employees**
- **Rewarding & Motivating**
- **Developing Trust**
- **Mentoring & Teaching**
- **Communication Skills**
- **Setting Limits**
- **Team Building**
- **Joint Accountability**
- **Difficult Conversations**
- **Leadership Principles**

These are just a few of core skills & critical issues this 36-hour certification program is designed to address.

**Program Objective:** Equip your team with the practical tools and management skill sets required to achieve your organization's "Desired Results".

### Program Format

**9 Sessions; 4 Hours each = 36 hours of intense results driven programing.**

Certification program packages essential skills training into highly interactive modules.

**Participant Certification:** Program graduates will receive their "Supervisory Skills Certification" certificate appropriate for inclusion in their "personal file".

The curriculum for this 36-hour program was designed by a "task force" of business and organizational leaders from the Las Vegas Region.

## Class Schedule 8am - Noon & Program Content

**August 29, 2017**

**Transitioning from the "Front Line" to Supervisor or Manager:**

- Becoming a "Principle Driven Leader"
- Leaving Some "People & Things" Behind
- Redefining Your Role & Responsibilities

**September 12, 2017**

**The Power of Trust on Your Team**

- Why You Need It
- How to Keep It

**September 26, 2017**

**Supervising Difficult Employees**

- "Harnessing Harmful" Workplace Behaviors
- Conducting Difficult Conversations
- Setting Boundaries & Limits
- Confronting Collusion

**October 10, 2017**

**Core Supervisory Skills**

- Rewarding Your Team
- Teacher vs "Teller"
- Delegation, Goal Setting, Motivating
- Planning & Decision Making

**October 24, 2017**

**Developing a Culture of Accountability**

- Becoming Proactive vs Reactive
- Joint Accountability Principles
- Creating an "Accountable Team" on Purpose

**November 7, 2017**

**Employee Engagement / Building Your Team**

- The Principles of Engagement "How to Do It"
- The Power of "Collaborative Groups"
- What Your Team "Needs" From You

**November 21, 2017**

**Communicate "Like Your Life Depends on It"**

- Core Communication Skills
- Communicating with Different Personalities
- Do "They" Really Understand

**December 5, 2017**

**Don't Get Sued**

- Your Basic Legal Responsibilities
- EEOC Issues
- Cultural Diversity

**December 19, 2017**

**Program Review**

- Finalize Personal Development Plans
- Awarding Certification Diplomas

## Personal Development Plan

Participants will create a customized Personal Development Plan for implementation in their workplace.

## Faculty & Program Info:

### Program Director:

Robert Shannon ..... (702) 349-6543  
Email: bob@assuredperformance360.com

### Curriculum Director:

Wallace Long ..... (228) 424-2956  
Email: wlong@cepnetwork.com



# SUPERVISORY SKILLS CERTIFICATION PROGRAM

**Las Vegas Region** Begins August 29, 2017

Classes conducted at  
Las Vegas Leadership Skills Training Institute  
Classroom A & B  
3632 E Sunset Road, Las Vegas, NV 89120

## Registration Fee:

- \$1,475 Individuals
- \$1,350 Three or more from same organization
- "In-House" Options at your facility available

Special "In-House" option  
at your facility available.  
Call (228) 424-2956  
for more information

## Participant Information:

Participant Name: \_\_\_\_\_

Business/Organization: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

*Please include additional participant names on separate attachment.*

## Registration & Payment Method:

Tax ID: 64-0844253

Phone: 228-424-2956

FAX registration forms to:  
(886) 929-1217

Email registration forms to:  
bob@assuredperformance360.com

Purchase Orders Accepted

Make checks payable to:  
Continuing Education Productions, Inc

Mailing Address:  
Las Vegas Leadership Skills  
Training Institute  
P.O. Box 530055  
Henderson, NV 89053-0055

Credit Card # \_\_\_\_\_

Security Code: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Card Billing Address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Card Holder: \_\_\_\_\_

Signature: \_\_\_\_\_