Who Should Participate?

The Supervision Certificate Program is designed for all supervisors who could better serve their organizations by improving their professional supervisory skills. Many local governments in the region have been involved in the development of this certificate program and have made it an integral part of their management development efforts.

Benefits

This training will provide supervisors with the knowledge and skills needed to make better decisions, solve problems, resolve conflicts, convey ideas, understand others, avoid pitfalls, gain cooperation, control stress and earn trust and respect. This will result in a more committed and productive workforce.

Program Qualifications

This program requires participants to satisfactorily complete the course work (from three to 18 courses) and development objectives set out in a customized Individual Development Plan within a two-year period.

Learning Method

The program is based on the “learn-by-participation” method of instruction. Small group discussions, case studies, practice, feedback and planning activities are emphasized. Lectures and video tapes are used to stress major points.

Effective supervision is the key to productivity, quality and growth. However, supervisors are often promoted to their positions because they are skilled in their work, not necessarily because they have experience managing others.

The GTI Supervision Certificate program will help you improve your supervisory skills and increase your managerial effectiveness through state-of-the-art training and individual development planning. The program is designed to help both new and experienced supervisors obtain results.

You’ll learn about your personal strengths, your leadership style and ways to improve your ability to motivate people, solve problems and maintain employee performance and work quality at the highest level.

This certificate program will provide practical instruction built on five guiding principles of leadership:

- Being a good steward
- Taking responsibility to act
- Building bridges through collaboration
- Being a positive role model
- Respecting and valuing others
Creative Planning and Problem Solving
Get creative in your approach to planning and problem solving with new techniques, strategies and tools designed to improve processes for your organization, department or team. (3.5 hours)

Dynamic Delegation
Delegation doesn’t just free up your time, it helps you develop a stronger staff. Learn how to delegate effectively and set up a monitoring system to track assigned tasks. (3.5 hours)

Conflict Management: Managing Yourself and Improving Your Skills
Identify potential causes of conflict and learn techniques for preventing a situation before it happens. Learn to understand your own reactions and the basics every supervisor should know for achieving a successful resolution. (3.5 hours)

Effective Business Writing
In this fast-paced workshop, you will learn practical approaches to writing business letters and memos to effectively communicate your ideas. Clarity, conciseness, accuracy and organization are a few of the writing skills you will fine-tune during this session. (7 hours)

Constructive Feedback
Knowing how to give and receive constructive feedback will strengthen communications, build relationships and promote mutual respect among staff, peers and managers. (3.5 hours)

Guiding Principles of Public Sector Leadership
Learn five guiding principles that will provide you with concrete ways to improve your performance in everyday work situations, along with strategies for improving your leadership skills. (3.5 hours)

Counseling for Improved Performance
What do you do when informal feedback and coaching haven’t worked? Learn ways to turn unsatisfactory employee conduct around and build motivation for continuous improvement. (3.5 hours)

Individual Development Planning
For successful individual growth, you need a plan for your unique developmental needs. Learn the critical components of an individual development plan as you create your own in class. (3.5 hours)

Developing and Communicating Performance Standards
This hands-on course will provide you with a step-by-step process for setting performance standards and building an employee’s key skills and competencies. (3.5 hours)

Lost Art of Listening
Listening can be a powerful employee-retention and process-improvement tool. Learn practical tips to improve your communication skills. (3.5 hours)
Managing Performance
An effective performance appraisal lays the foundation for strong year-round performance management. Learn best practices in preparing and conducting successful employee appraisals. (3.5 hours)

Personal Strengths and Leadership Styles
Have you ever wondered why some people just don’t get along? Use the Strength Deployment Inventory to understand personality differences and learn effective strategies for working together. (3.5 hours)

Project Management
Discover what you can do to manage a great project — from initial planning and goal setting to implementation and follow-up — and some of the common barriers that can get in the way. (11 hours)

Providing Coaching and Feedback
Develop a coaching mind set and learn basic skills to help employees grow in their careers and meet the challenges of public service. Learn to recognize coaching opportunities and use feedback as a coaching tool. (3.5 hours)

Motivational Management
Employee turnover affects morale and reduces productivity. Find out how you can develop a motivational work environment that builds trust and increases employee commitment. (3.5 hours)

Riding the Roller Coaster of Change
As a leader, you need to know how to manage an ever-changing, local government. Learn to identify the barriers to change and ways to overcome them. (3.5 hours)

Superior Staff Selection
Successful day-to-day operations hinge on recruiting and selecting the right personnel. Learn how to plan and conduct effective interviews that will help you choose the best people for your staff. (3.5 hours)

Teamwork in Action
As a supervisor, you need to be both an effective team leader and a good team player. Learn how to set up the best type of team for the job and build a framework for your team to succeed. (3.5 hours)

Helping you meet the challenges facing local governments and public agencies today.

Enroll Now!
www.marc.org/gti or 816/701-8234

For course schedules, registration and fees, visit www.marc.org/gti or call 816/474-4240.
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Susan Robinson, SPHR, is principal of Strategic Planning Resources, LLC.

Enroll in a program designed specifically for you!

Participants complete a number of assessments prior to entering the program, so that they understand their abilities and identify areas for improvement.

An Individual Development Plan (IDP) is designed for each participant, with specific, measurable and attainable objectives. A customized curriculum plan is designed to meet those objectives, with the opportunity to add electives for personal growth.

Each participant enrolls in courses according to his or her curriculum plan — from three to 18 courses over a two-year period. An initial assessment will be conducted before course work begins and as a final report before certification.

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