

SUPERVISORY / MANAGEMENT SKILLS SEMINARS

Hosted by Dabney S. Lancaster Community College for Fall, 2011!

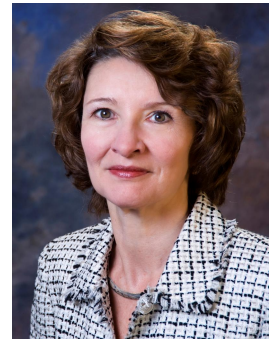
Greenfield Education and Training Center

57 S. Center Drive, Daleville (across from Ashley Plantation)

Wednesdays, Sept. 14, Sept. 28, Oct. 12, Oct. 26 & Nov. 9, 9:00 a.m. to noon
(BUSC 1102-G6D)



Dabney Lancaster Community College is offering a Non-Credit Certification Program for business and industry personnel in the Fall of 2011. Completion of all five seminars will lead to a Certificate of Completion from DSLCC.



Tuition: **\$60** per seminar or **\$275** for the series of five seminars

Facilitator: **Charlotte Mason** (right)—The Advantage Resource Group, Roanoke, VA
www.Advantageresgroup.com

Contact DSLCC Non-Credit Coordinator Judy Clark at jclark@dslcc.edu
or (540) 863-2863 for registration information.

The Seminar Schedule:

Boosting Employee Motivation and Morale NEW !!

Productive, well-trained employees who work hard to perform at their best every day make an organization strong and successful. Effective motivational practices will create and sustain a positive work environment. The training will cover what employees want from their jobs, motivational techniques to achieve peak performance, and how to include motivation in your leadership style. \$60.

● **September 14, 9:00 a.m. to noon, Greenfield Education and Training Center, Daleville (BUSC 1102-G1D)**

Interviewing Skills & Behavioral Interviewing

The most accurate predictor of future performance is past performance in a similar situation. Behavioral interviewing focuses on experiences, behaviors, knowledge, skills and abilities that are job related. Topics include the benefits of improved hiring skills, how to prepare behavioral interview questions, steps for conducting an effective interview, and how to hire the best applicant for the job. \$60

● **September 28, 9:00 a.m. to noon, Greenfield Education and Training Center, Daleville (BUSC 1102-G2D)**

Coaching Skills

Managers utilize coaching skills to improve employee and team performance, teach new tasks and skills and support an employee's professional /career development. This session covers the difference between managing and coaching, the structure of the coaching conversation, and core and advanced coaching skills. Relevant case studies and role plays are used to transfer the coaching skills learned to actual workplace situations. \$60.

● **October 12, 9:00 a.m. to noon, Greenfield Education and Training Center, Daleville (BUSC 1102-G3D)**

Performance Evaluation

Performance evaluations can be a win/win experience for employees and employers. Learn the six primary payoffs of evaluations, setting performance standards, goals and action plans, preparation steps for the evaluation and conducting an effective evaluation meeting. The training will also cover designing an employee development plan. \$60.

● **October 26, 9:00 a.m. to noon, Greenfield Education and Training Center, Daleville** (BUSC 1102-G4D)

Employee Discipline & Documentation

Employee discipline is often a dreaded task for supervisors. Taking a systematic approach to employee discipline can protect the company from legal issues and provide guidance to improve performance. This session will include the benefits of good documentation, the use of an Incident Diary and how to conduct an effective disciplinary meeting. \$60.

● **November 9, 9:00 a.m. to noon, Greenfield Education and Training Center, Daleville** (BUSC 1102-G5D)

Seminar Series

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Greenfield Education and Training Center, 57 S. Center Drive, Daleville

Tuition Fee: \$275

(BUSC 1102-G6D)

Registration

Register by phone or email with VISA or MasterCard.

Participants may also register via a 3rd party contract through their employer.

Contact the DSLCC Non-Credit Coordinator at (540) 863-2863

or email jclark@dslcc.edu for more information.

Toll free: (877) 73DSLCC, ext. 2863

FAX: (540) 863-2928