



## Foundations for the 21st Century Supervisor

### The Supervisor as Leader

**Tues., September 13, 2011 — 8am to 12pm**

Explore leadership in the 21st century: competencies and skill sets. You will also learn about the power, potential and assessment of leadership style and discuss implications of style differences. Learn the four things every leader MUST know (as should their employees), how to seek alignment: knowing where and how to impact critical business results. Discuss “leadership vs. supervision” and why both are critical. Finally, create a development/action plan.

### The Terrible T’s of Change

**Thurs., October 20, 2011 — 8am to 12pm**

Create a change plan: the key steps in a never-ending cycle of continuous change. Discuss turf ... how leadership crosses boundaries and barriers and how to counter the turf and territorial games employees play. Learn trust, tradition, transition—the human side of change, and finally how to overcome resistance to change.

### Communication Basics

**Thurs., November 17, 2011 — 8am to 12pm**

You will learn about the basic communication model: Sender/receiver, Message, Medium and Biases, assumptions and filters. Discover what people REALLY pay attention to and practice active listening skills.

### Motivation and Morale

**Thurs., January 19, 2012 — 8am to 12pm — This session is full!**

**NEW! Thurs., February 2, 2012 — 8am to 12pm**

Explore the concept of motivation and why morale is critical in an increasingly competitive and chaotic business environment. Learn why people do what they do (or don't do what they should). Discuss factors that influence behavior: people, processes, systems. Discover what people need to commit, how to sell your ideas to get buy-in and how to create pride in work through empowerment and ownership.

### Situational Leadership

**Thurs., February 16, 2012 — 8am to 12pm (FULL!)**

**NEW! Thurs., February 23, 2012 — 8am to 12pm**

Examine basic principles of situational leadership from both the supervisor and employee's perspectives. You will learn how to use it in day-to-day interactions through coaching, feedback, delegation and development.

### Dealing with Conflict and Confrontation

**Thurs., March 15, 2012 — 8am to 12pm (FULL!)**

**NEW! Thurs., March 29 — 8am to 12pm**

You will learn how to understand your conflict management beliefs and styles, as well as others'. Work with different styles that implicate performance, morale and team collaboration. Explore how to break the cycle of conflict and its escalation. What are the supervisor's responsibilities? Learn how to handle difficult, uncomfortable and sensitive conversations.

### Generation Management

**Thurs., April 19, 2012 — 8am to 12pm (FULL!)**

**NEW! Thurs., April 26, 2012 — 8am to 12pm**

Look at workplace generations—Pre-Boomer, Baby Boomer, Gen X, Millennials and Twenty-Somethings/Generation Now/Generation Why/GenerationM—across the performance management cycle. Discover what each wants from their supervisors, jobs and the workplace.

### Making Meetings Work

**Thurs., May 17, 2012 — 8am to 12pm (FULL!)**

**NEW! Thurs., May 24, 2012 — 8am to 12pm**

Learn how to perceive the meeting as team building and communication. Discover the thinking and planning behind the meeting to decide when, where and how often to meet. Discover how to develop a useful meeting agenda and learn how to effectively conduct the meeting. Establish meeting roles and meeting behaviors (supportive and dysfunctional).

### Building the Talent to Grow

You have a vision for your organization's growth and the Workforce, Economic Development and Continuing Education Division of Rhodes State College can help support that vision. Join us in these thought-provoking, action-oriented seminars to develop extraordinary leaders and achieve extraordinary results in your business.

**Pre-registration is Required!**

**Cost and Registration Information on Next Page!**

**All sessions will be held at Rhodes State in Lima!**

# LEADERSHIP TRAINING

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

(office use) ID#: \_\_\_\_\_

Address or Box #: \_\_\_\_\_

\_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

\_\_\_\_\_

County of Residence: \_\_\_\_\_

Work Phone #: \_\_\_\_\_

Home or Cell Phone #: \_\_\_\_\_

WCOMC Member Company (if applicable): \_\_\_\_\_

## Check workshop(s) to attend:

- #L2120A—The Supervisor as Leader, Sept. 13, 2011
- #L2121A—The Terrible T's of Change, Oct. 20, 2011
- #L2122A—Communication Basics, Nov. 17, 2011
- NEW!** #L2123B — Motivation and Morale, Feb. 2, 2012
- NEW!** #L2124B — Situational Leadership, Feb. 23, 2012
- NEW!** #L2125B — Conflict & Confrontation, Mar. 29, 2012
- NEW!** #L2126B — Generation Management, Apr. 26, 2012
- NEW!** #L2127B—Making Meetings Work, May 24, 2012

**Full payment of fees is appreciated before workshop start date.**

## Payment Options

Total payment due: \_\_\_\_\_

- Check Enclosed (payable to Rhodes State College)
- Purchase Order #: \_\_\_\_\_

(Or attach PO to registration form)

**Please read our invoicing policy**

- Credit Card:  
 VISA      MasterCard      Discover Card  
 Name as it appears on card: \_\_\_\_\_

\_\_\_\_\_

Card Number: \_\_\_\_\_

\_\_\_\_\_

Expiration Date: \_\_\_\_\_

3-digit security code: \_\_\_\_\_

**All workshops subject to cancellation if minimum enrollment not met!**

## 2011-2012 REGISTRATION INFORMATION



## REGISTRATION FEES

( All prices listed include training materials and refreshments)

(All prices listed are per person, per workshop)

Please see our Refund, Invoicing & Cancellation Policies below

### Any 4-hour Leadership workshop

- \$115.00 non-WCOMC members
- \$105.00 WCOMC members
- \$99.00\* Multiple-registrant Discount
- \$95.00\*\* Early Bird Discount

\*Multiple-registrant discounts apply only when 3 or more participants are registered at the same time, for the same workshop and from the same company.

\*\*Early Bird registrations must be received no later than 2 weeks (14 days) before the workshop start date.

## 4 EASY WAYS TO REGISTER

### (1) MAIL IN REGISTRATION FORM

Solutions, etc...  
 Rhodes State College  
 4240 Campus Drive, Lima OH 45804  
 Checks payable to Rhodes State College

### (2) FAX IN REGISTRATION FORM

(419) 995-8096  
 Please specify payment method

### (3) PHONE IN YOUR REGISTRATION

(419) 995-8406  
 8:30am to 4:00pm, weekdays

### (4) EMAIL YOUR REGISTRATION

Complete the registration form, scan it and email to:  
 Sybert.A@RhodesState.edu

### Refund, Invoicing & Cancellation Policies

- You can withdraw from a workshop up to 3 days before its start date. A \$15 fee applies to any such cancellation.
- You will be charged 50% of the fee paid for cancellation within 3 days of respective start date.
- No refunds are issued for no-shows. Substitutions are welcome.
- A \$5 service charge will be added in any instance Solutions, etc... invoices for payment of fees.
- A \$25 late payment charge will be imposed for non-payment of an invoice within the payment terms given on the invoice. Typical payment terms are net 30 days.