

2025-2026 SUPERVISOR LEADERSHIP SERIES



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Continuing Education Units Available!!

Partnering with Mercy/ Bon Secours

Earn up to four CEU's per monthly session.

Sessions from 8 am - 12 noon on the Rhodes State College campus.

The cost for each session is \$175.

[Click on 'Click Here' option for registration session date details.](#)

NOVEMBER

12 / 19 Creating Ownership

Ownership means being proactive when carrying out job functions and roles when aligning with and supporting key company outcomes. This requires taking the initiative and acting without waiting for others to specifically direct you to do so. We will examine how to gain greater buy-in and commitment from others, particularly in light of what leaders must do to counteract a culture of apathy, indifference, and blame.

JANUARY

21 / 28 Accountability

How to gain greater buy-in and commitment of others, particularly in light of what leaders must do to help employees be more accountable and how to counteract a culture of apathy and blame. A checklist of critical success factors will allow participants to review their company's ability to create and manage a culture of greater accountability.

FEBRUARY

18 / 25 Communicating for Performance

How we communicate with each other is a critical success factor for individuals, teams, and organizations. We will examine the dynamics of speaking and listening in the workplace, including the basics of verbal and non-verbal communication. We will explore how these affect several critical leadership practices such as motivation, commitment, and performance feedback.

MARCH

18/ 25 Navigating Internal and External Customer Experiences - Creating WOW!!!

For a company to create "WOW!!!" it must consistently deliver what external customers value and expect. It must then align internal customers (employees, co-workers) and processes to consistently improve service delivery and the overall customer experience. We will review the many individual, team, and system-wide opportunities to enhance customer value.

APRIL

22/ 29 Managing the Terrible Ts: Creating Sustainable Change

The most common cause for failed change initiatives comes from how we handle the "human side" of implementing sustainable change: turf, resistance, and trust. This involves critical changes in mindset as you help employees move from "what was" to "what will be." We'll look at essential steps and strategies to introduce and sustain your future organizational changes.

MAY

14 / 21 Dealing with Difficult Conversations

Practical tips for dealing with essential but difficult communication and feedback situations. We'll focus on how to be more confident, stay in control, and promote mutual accountability through careful planning, delivering, and follow-up. These techniques are equally useful in routine supervisory functions (e.g. coaching, planning, motivation, and delegation).