



Common Sense Leadership for Supervisors and Managers

Effective supervision of employees is a critical skill in organizations of all sizes. Good supervisors positively affect company morale, productivity, and the bottom line.

Learn good supervisory management skills and reap the rewards. Attend *The Century College Supervisory Management Certificate* program and learn what you need to know about goal setting, leadership skills, communication, working with different generations in the workplace, legal considerations, coaching your employees, and hiring the right people for your team. Discover common sense, easy-to-apply solutions that you can start to use immediately.

For program information, please call Joan Peterson at 651-773-1743 or email: joan.peterson@century.edu

The Century College Supervisory Management Program is ideal for you if:

1. You are a supervisor or a manager seeking to upgrade your skills
2. You are a NEW supervisor or manager
3. You aspire to a management position
4. You are a technical professional assigned to management positions

Benefits of Supervisory Management training:

- Inspire and motivate employees
- Successfully match employees to tasks
- Communicate with fewer misunderstandings and conflicts
- Understand legal aspects of supervision - and how to avoid being on the wrong side of a legal question
- Avoid common hiring mistakes and get the right people the first time

Supervisory Management Certificate Program Phase I

Program Components

The Century College Supervisory Management Certificate program is made up of the following 4-hour courses:

- The Ethical Leader
- Principles of Supervision
- Lead, Listen and Build: Creating Success Through Coaching
- Legal Considerations: What Every Supervisor Needs to Know
- Generational Diversity in the Workplace
- Responding to Conflict: Strategies for Improved Communication
- Performance Management
- How to Build High Performance Teams

■ The Ethical Leader

This class enjoys a huge following and is taught by one of our outstanding instructors!

Ethics matter. One of the greatest challenges in the public and private sectors is the supposed conflict between efficiency and ethics. This has been a topic of discussion even during the time of Socrates, and is still a real issue today. Look at the many individuals, from all positions in life, who learned this lesson the hard way—for ethics does matter. It is important at all levels of an organization, but critical at the top. The ethical leader is not a weak leader, but a challenging and dynamic one. This course presents real life case studies to address real life ethical dilemmas.

Everett Doolittle, Century College Instructor

October 14, 2009 1 Wednesday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001546 \$130

March 25, 2010 1 Thursday
12:30pm-4:30pm EAST Rm 2313
Course 20105 - 000025 \$130

■ Principles of Supervision of All Personality Types: Different Style, Different Approach

This class provides essential skills for Supervisors and Managers!

As a supervisor, you work with all types, but one style of supervision does not fit all. Learn the key principles to help you rapidly profile, supervise and easily communicate with different personalities. Discover strategies for motivation, negotiation, and matching the right person to specific tasks. Tailor your conversation, e-mail, delegation, and presentations to each of 4 distinct personality types.

Century College's information-packed workshop also covers: 10 ways to enhance leadership credibility; 14 traits of top supervisors; quick tips and strategies for dealing with difficult people; plus a bonus personal profile assessment and an easy-to-use profiling grid.

Mike Kiefer, Century College Instructor

October 15, 2009 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001547 \$130

February 11, 2010 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000018 \$130

■ Lead, Listen and Build: Creating Success Through Coaching

A vital course with fundamental Coaching skills for all Supervisors and Managers in their work environment!

Coaching is one of the most powerful one-on-one management techniques for getting the best out of every employee. As a manager or supervisor, you



need to sharpen your coaching skills if you want your employees to achieve high performance. This session will review what you can do to develop employees and help them meet, and even exceed, organizational expectations.

What you will learn about coaching your employees:

- Identify coaching styles and their consequences
- Recognize what it takes to be a great coach/leader
- Understand why coaching is critical in today's work environment
- Incorporate a simple coaching process for successful interactions
- Communicate expectations in a way that makes others want to follow through
- Avoid barriers to effective coaching.

Lisa Lynn, Century College Instructor

November 24, 2009 1 Tuesday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001554 \$130

March 11, 2010 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000022 \$130

■ Generational Diversity in the Workplace

An in-depth look at Diversity issues in the workplace taught by one of our local experts – register early!

Generational diversity in the workplace can be a key to success or a cause of failure and frustration. For the first time in our history, four generations are sharing the workplace. The resulting clash of communication styles and work ethics can create cultural chaos. While our generational differences distinguish us, they need not divide us.

Review the four generations at work and address how to effectively coach and manage intergenerational teams to maximize their performance. Learn techniques to effectively deal with conflict

among different generations. Learn strategies for recruiting, retaining and motivating employees to promote winning behaviors.

Lisa Lynn, Century College Instructor

December 15, 2009 1 Tuesday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001558 \$130

January 26, 2010 1 Tuesday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000016 \$130

■ Responding to Conflict: Strategies for Improved Communication

Invaluable information for Supervisors and Managers who deal with conflict issues in the workplace! It's time to manage conflict rather than have it manage you! Conflict is a normal by-product of working with others. How you deal with conflict and differing perspectives impacts your ability to manage people and enjoy your work. Come discuss the types of conflict, outline strategies for dealing with differences, and build skills for positively resolving differences.

Nan Larsen, Century College Instructor

October 20, 2009 1 Tuesday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001548 \$130

February 16, 2010 1 Tuesday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000019 \$130

■ Performance Management: Effective Strategies for Improved Employee Performance

Held in high-regard, our instructor is an all-time favorite with our Supervisory/Management classes! Use effective strategies to analyze and plan for improved employee performance. Learn to assess employee performance discrepancies against standards and expectations and to account for skills, knowledge, systems, processes, and personal factors in the total performance equation. Successfully manage conflict among employees, including the most difficult employees, and develop a performance management system.

Victoria Frank, Century College Instructor

November 10, 2009 1 Tuesday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001551 \$130

May 6, 2010 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000030 \$130

■ How to Build High Performance Teams

A down-to-earth class on team-building – ideal for all Supervisors and Managers! Assigning several individuals to work together does not create a team. But a well-formed team is a synergistic endeavor in which great things can be accomplished. The team involves many unique individuals at different levels of skills, abilities, and motivation. Get to know the factors contributing to the dysfunction of a team: Learn how to handle absence of trust, fear of conflict, lack of communication, avoidance of accountability, and inattention to results. Through the dynamics of true teamwork, a task force or even an entire organization – can accomplish far more than any one person could ever achieve alone.

Everett Doolittle, Century College Instructor

December 9, 2009 1 Wednesday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001557 \$130

April 15, 2010 1 Thursday
12:30pm-4:30pm EAST Rm 2313
Course 20105 - 000029 \$130

June 3, 2010 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 001316 \$130

■ Legal Considerations: What Every Supervisor Needs to Know

This class is taught by our outstanding local County Attorney who is an expert on Employment Law! Employment law can seem complicated and intimidating. As a supervisor you need to understand and follow the law. You can't afford not to. Gain a basic understanding of employer and employee rights in the areas of:

- Hostile environment sexual harassment
- Quid pro quo sexual harassment
- Same-sex sexual harassment
- Harassment by third parties
- Disability discrimination and accommodations
- Negligent hiring
- Negligent retention
- Dealing with objectionable behavior
- Effective and legal discipline
- Handling employee grievances

Rich Hodsdon, Century College Instructor

October 29, 2009 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001549 \$130

April 8, 2010 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000027 \$130

Supervisory Management Certificate Program Phase II

The Century College Supervisory Management Certificate program is made up of the following 4-hour courses with the exception of Project Management and Effective Business Writing course:

- Developing Powerful Presentation Skills
- Effective Business Writing: A Workshop for Supervisors/Managers
- Leading Change
- Building Engagement: What Leaders Do To Manage Talent and Build Commitment
- Time Management: Work Smarter Not Harder
- Principles of Successful Project Management
- Preparing for Leadership: What It Takes to Lead Effectively

Upon completion, email cynthia.jahnke@century.edu to receive your Supervisory Management Certification Phase II.

■ Developing Power Presentation Skills

NEW! This class will help you overcome the #1 fear - Public Speaking!

It has been said that more people fear public speaking than fear death. Yet to succeed in today's highly competitive business environment, you need to communicate well and present yourself successfully. The ability to overcome nerves, gain confidence, and convey facts and information in a clear and concise manner is crucial. Get practical techniques to improve communication and reinforce your message in presentations. If you want to develop more skill and confidence speaking in front of others, this workshop is for you.

Lisa Lynn, Century College Instructor

October 1, 2009 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001533 \$130

February 25, 2010 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000020 \$130

April 29, 2010 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 001314 \$130

■ Time Management: Work Smarter Not Harder

Our highly-regarded instructor gives you tips and techniques on how to manage your time more effectively both at work and home!

Every organization is being forced to do more with less people. Discover how to get more done in less time with less stress and frustration. Cut your time in meetings, on the phone, searching for files, in one-on-one conversation, decision-making, negotiations, setting and achieving goals, handling paperwork, etc. Get yourself organized and working efficiently with proven methods! Learn the 7 major time-wasters and how to counteract each one. Take a personal efficiency inventory and discover your time management strengths



and areas needing improvement. This workshop concludes with a special segment on balancing work, personal and family time.

Michael Kiefer, Century College Instructor

December 3, 2009 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001556 \$130

March 18, 2010 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000024 \$130

April 29, 2010 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 001314 \$130

Leading Change

This class has a huge following and is taught by one of Century's finest instructors!
"Everything is in a state of flux, including the status quo" Robert Byrne. Do you feel under pressure to get more work done, of better quality, with fewer people, in less time, in new ways, with a smaller budget, in constantly changing conditions? If so you are not alone. Change has become a way of life in most organizations. While organizations thrive on routine and the status quo, leaders are required bring about change while minimizing resistance and stress. In this session you will learn tips and techniques for leading change by anticipating failure and learn how to mitigate risks. Nan Larsen, Century College Instructor

December 1, 2009 1 Tuesday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001555 \$130

March 16, 2010 1 Tuesday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000023 \$130

Building Employee Engagement: What Leaders Do to Manage Talent and Build Commitment

When employees join an organization, they're usually enthusiastic, committed, and ready to work hard for their new employer. Simply put, these employees are highly engaged. Studies show that motivation, passion and focus can quickly recede if not nourished and managed. All too often, sick days increase and productivity declines. Research also shows that a disengaged employee can cost an organization enormous resources. Learn practical techniques for building and sustaining employees' enthusiastic energy and high productivity and commitment. Lisa Lynn, Century College Instructor

November 4, 2009 1 Wednesday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001550 \$130

April 1, 2010 1 Thursday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000026 \$130

Principles of Successful Project Management

An all-time favorite course with critical information on managing projects at work and home – a must

to attend!

Project management is one of the fastest growing disciplines today! Learn the basic principles of project management and how you can apply them in your own work setting. Learn key principles, including: origin of projects, project life cycle, milestone charting, work breakdown structures, GANTT charts, defining projects, scope, evaluation of projects, etc. Discover how to get accurate cost and time estimates from work breakdown structures, how to limit scope creep and how to "read" a GANTT profile for projects. Specific project review questions are provided along with template tables to help you track, maintain and learn from every project you are involved with! Improve your efficiency, reduce your costs and stress with proven tools that work!

Required textbook: *Project Management*, approximately \$20. Online book code 1SUP 0030. Textbooks should be purchased before the first class and are available at the Century College Bookstore located on the West Campus, 651-779-3281 or online at <http://centurycollegebookstore.com/>
Michael Kiefer, Century College Instructor

November 12, 2009 1 Thursday
9:00am-4:00pm EAST Rm 2313
Course 20103 - 001552 \$225

March 4, 2010 1 Thursday
9:00am-4:00pm EAST Rm 2313
Course 20105 - 000021 \$225

May 5, 2010 1 Wednesday
9:00am-4:00pm EAST Rm 2313
Course 20105 - 001315 \$130

Effective Business Writing: A Writing Workshop for Supervisors/Managers

Workshop Purpose: to assure that participants are able to write clear, concise, effective correspondence that reflects their professionalism.

Objectives of the Workshop:

Workshop participants will sharpen their business writing skills by:

- learning to assess the reader before beginning to write
- focusing and clarifying the purpose of the document they are writing
- managing the tone conveyed in technical documents and correspondence
- writing attention-getting, effective openings for all correspondence
- composing clear, concise sentences and paragraphs to convey the intended message
- learning ways to eliminate unnecessary and confusing words and phrases
- avoiding common errors in grammar, punctuation, and spelling
- understanding how to use e-mail for greatest impact and clarity

Lynn Moline, Century College Instructor

October 7, 2009 1 Wednesday
8:00am-4:00pm EAST Rm 2313
Course 20103 - 001545 \$230



February 3, 2010 1 Wednesday
8:00am-4:00pm EAST Rm 2313
Course 20105 - 000017 \$230

Preparing for Leadership: What It Takes to Lead Efficiently

Moving from the front line into leadership can be an exciting yet challenging opportunity. New managers sometimes fail because they don't fully understand what it means to 'be in charge.' Leadership requires you to make changes that will enhance your team's performance and, in turn, help the organization achieve its goals. In this session you will learn to build on a foundation of personal capabilities, character, and interpersonal skills to help you focus on results and make a successful transition into leadership. Our goal is to help you become a leader who thrives, not just survives, in your first leadership journey. The following topics will be included:

- Decision Making
- Fostering Employee Commitment
- Team Development/Coaching & Mentoring
- Establishing and Maintaining Accountability
- Building Personal Power (creating and using networks, understanding office politics)

Nan Larsen, Century College Instructor

November 17, 2009 1 Tuesday
8:30am-12:30pm EAST Rm 2313
Course 20103 - 001553 \$130

April 13, 2010 1 Tuesday
8:30am-12:30pm EAST Rm 2313
Course 20105 - 000028 \$130

For class information, call Joan Peterson at 651-773-1743 or email: joan.peterson@century.edu

This document can be made available in alternative formats to individuals with disabilities by calling 651-779-3354, 1-800-228-1978 or through the Minnesota Relay Service at 1-800-627-3529.

Century College is an equal opportunity, affirmative action employer and educator, and a member of the Minnesota State Colleges and Universities system.

If you would like any of these programs brought to your business/organization, please contact Joan Peterson at 651-773-1743 or email: joan.peterson@century.edu