



## Continuing Education & Customized Training

# Supervisory/Management Certificate Program

### Five Easy Registration Options

- **Online:** [century.augusoft.net](http://century.augusoft.net)
- **Phone:** 651.779.3341
- **Fax:** 651.779.5802
- **Mail to:** Century College, CECT Dept.  
3300 Century Avenue North  
White Bear Lake, MN 55110
- **In Person:** East Campus, Rm E2330  
Mon–Thu 8:00am–7:00pm  
Fri 8:00am–4:00pm

### Questions?

Contact **Joan Peterson**,  
at [joan.peterson@century.edu](mailto:joan.peterson@century.edu)  
or **651.773.1743**.

These programs can also be brought to your business/organization! Call Joan for more details. To register online go to [century.augusoft.net](http://century.augusoft.net) (no www, http, etc.) or call 651-779-3341.



### *Sharp and Critical Leadership Skills 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.

Gain vital supervisory management skills and reap the rewards. Complete the Century College Supervisory Management Certificate program and learn the essentials of goal setting, leadership skills, communication, working with different generations, legal considerations, coaching your employees, and hiring the right people for your team. Discover practical, 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](mailto: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

## Century College Supervisory Management Certificate Program Phase I

### Program Components

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

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

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

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, email, delegation, and presentations to each of 4 distinct personality types.

In this session, you will learn how to:

- Enhance your leadership credibility in 10 ways
- Recognize the 14 most effective traits of top supervisors
- Start using quick tips and strategies for dealing with difficult people

...plus, you'll receive a bonus personal profile assessment and an easy-to-use profiling grid!

East Campus, Room 2313 **\$225**

**Thursday, Sept 23, 2010** 8:30am-12:30pm  
**Thursday, Jan 20, 2011** 8:30am-12:30pm



### Lead, Listen and Build: Creating Success through Coaching

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 demonstrate what you can do to develop employees and help them meet, and exceed, organizational expectations.

In this session, you will learn how to:

- 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
- Learn barriers to effective coaching and how to deal with them

East Campus, Room 2313 **\$130**

**Thursday, Sept 30, 2010** 8:30am-12:30pm  
**Thursday, Jan 27, 2011** 8:30am-12:30pm

### Generational Diversity in the Workplace

Our workplace has become a playing field of competing viewpoints and values as five

generations share the same workspace. In today's fast-paced, ever-changing work environment, finding ways to maximize the performance of every person has never been more vital. Understanding and appreciating one another's perspective has always been the key to effectiveness and productivity at work; in today's multi-generational workplace, an organization's success depends on it.

In this session, you will learn how to:

- Understand and identify generational viewpoints
- Be aware of your own generational perspectives and biases and use them to enhance outcomes
- Coach and manage intergenerational teams to maximum performance
- Deal with conflict among different generations
- Recruit, retain, and motivate employees to promote winning behaviors
- Enhance success by working with members of different generations

East Campus, Room 2313 **\$130**

**Thursday, Oct 7, 2010** 8:30am-12:30pm  
**Thursday, Feb 3, 2011** 8:30am-12:30pm

### Responding to Conflict: Strategies for Improved Communication

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.

In this session, you will learn how to:

- Recognize the types of conflict
- Practice strategies for dealing with differences
- Build skills for positively resolving differences

East Campus, Room 2313 **\$130**

**Thursday, Oct 14, 2010** 8:30am-12:30pm  
**Thursday, Feb 10, 2011** 8:30am-12:30pm

### **Performance Management: Effective Strategies for Improved Employee Performance**

This is a hands-on, practical class that will have you gaining new skills you can put to work right away. We'll discuss effective strategies for analyzing and planning for improved employee performance. By the end of the class, you'll know how to account for skills, knowledge, systems, processes, and personal factors in the total performance equation.

In this session, you will learn how to:

- Assess employee performance discrepancies against standards and expectations
- Successfully manage conflict among employees, including the most difficult
- Develop a performance management system

East Campus, Room 2313 **\$130**

**Thursday, Oct 21, 2010** 8:30am-12:30pm  
**Thursday, Feb 17, 2011** 8:30am-12:30pm

### **How to Build a High Performance Team**

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. 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.

In this session, you will learn how to:

- Recognize the factors contributing to the dysfunction of a team
- Address issues such as absence of trust, fear of conflict, lack of communication, avoidance of accountability, and inattention to results

East Campus, Room 2313 **\$130**

**Thursday, Oct 28, 2010** 8:30am-12:30pm  
**Thursday, Feb 24, 2011** 8:30am-12:30pm

### **The Ethical Leader**

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: ethics matter.

In this session, you will learn how to:

- Recognize the importance of ethics at all levels of an organization
- Be a challenging and dynamic leader – and still ethical
- Address real-life ethical dilemmas, using real-life case studies

East Campus, Room 2313 **\$130**

**Thursday, Nov 4, 2010** 8:30am-12:30pm  
**Thursday, Mar 3, 2011** 8:30am-12:30pm

### **Legal Considerations: What Every Supervisor Needs to Know**

Employment law can seem complicated and intimidating. As a supervisor you need to understand and follow the law: you can't afford not to! This course will help you gain a basic understanding of employer and employee rights, and be ready to address them in your own situation.

In this session, you will learn how to:

- Recognize and address sexual harassment issues including hostile environment, quid pro quo, same-sex sexual harassment, and harassment by third parties
- Understand disability discrimination and accommodations
- Avoid negligent hiring and negligent retention
- Deal with objectionable behavior
- Use effective and legal discipline
- Handle employee grievances

East Campus, Room 2313 **\$130**

**Thursday, Nov 18, 2010** 8:30am-12:30pm  
**Thursday, Mar 10, 2011** 8:30am-12:30pm

## **Century College 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:

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

### **Leading Change**

"Everything is in a state of flux, including the status quo," said 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, and the most effective leaders are learning how to adapt. While some organizations flourish on routine and the status quo, it's more likely that today's leaders are required to embrace change as a fact of life.

In this session, you will learn how to:

- Use proven tips and techniques for leading change
- Minimize resistance and stress among your team
- Anticipate failure and mitigate risks
- Thrive on change as a path to success

All classes take place at Century College - East Campus, Room 2313; Class fee: \$130

Tuesday, Oct 5, 2010, 8:30am-12:30pm  
Thursday, Mar 17, 2011, 8:30am-12:30pm

### **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 shows that a disengaged employee can cost an organization enormous resources. This class will give you practical techniques for ensuring that both you and your employees continue to be the valuable assets your organization needs to succeed.

In this session, you will learn how to:

- Apply a short, practical assessment to better understand what motivates different personality styles
- Use a short, proven assessment to measure employee engagement
- Implement engagement techniques for enhanced success and outcomes
- Maintain higher productivity and commitment levels from all employees when implementing the tools above
- Engage employees in their own talent development

East Campus, Room 2313 **\$130**

**Tuesday, Oct 12, 2010** 8:30am-12:30pm  
**Thursday, Mar 24, 2011** 8:30am-12:30pm

### Developing Powerful Presentation Skills

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 in a variety of settings. The ability to overcome nerves and deliver messages to a variety of audiences is crucial. If you want to develop more skill and confidence developing the message and speaking in front of others, this workshop is for you.

In this session, you will learn how to:

- Prepare your message in an effective manner
- Convey information in a clear and concise manner
- Make an impact with your communication and have the message stick
- Use different presentation styles to influence the message
- Connect with the audience effectively
- Use visual tools for an enhanced delivery
- Deal with unruly audience members
- Reinforce your message effectively
- Use practical techniques to make your next one-on-one or group presentation a success

East Campus, Room 2313 **\$130**

**Tuesday, Oct 19, 2010** 8:30am-12:30pm  
**Thursday, Mar 31, 2011** 8:30am-12:30pm

### Time Management: Work Smarter Not Harder

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!

In this session, you will learn how to:

- Recognize 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
- Balance work, personal, and family time

East Campus, Room 2313 **\$130**

**Tuesday, Oct 26, 2010** 8:30am-12:30pm  
**Thursday, Apr 7, 2011** 8:30am-12:30pm

### Principles of Successful Project Management

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. 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 and reduce your costs and stress with proven tools that work!

In this session, you will learn how to:

- Understand key principles such as origin of projects, project life cycle, milestone charting, defining projects, and evaluation
- Understand GANTT project management charts and read GANTT profiles
- Get accurate cost and time estimates from work breakdown structures
- Develop reasonable project scope – and limit “scope creep”
- Use practical tools that will help you manage every one of your projects

**Required Textbook:** *Project Management*, approximately \$25. 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>

East Campus, Room 2313 **\$225**

**Tuesday, Nov 2, 2010** 9:00am-4:00pm  
**Thursday, Apr 14, 2011** 9:00am-4:00pm

### Effective Business Writing Workshop

This workshop will help you write clear, concise, effective correspondence that reflects your professionalism. Through engaging, hands-on practice, you will sharpen your business writing skills and gain the confidence you need to be a more effective writer in any situation.

In this session, you will learn how to:

- Assess the reader before beginning to write
- Focus and clarify the purpose of the document you are writing



- Manage the tone conveyed in technical documents and correspondence
- Write attention-getting, effective openings for all correspondence
- Compose clear, concise sentences and paragraphs to convey the intended message
- Eliminate unnecessary and confusing words and phrases
- Avoid common errors in grammar, punctuation, and spelling
- Understanding how to use email for greatest impact and clarity

East Campus, Room 2313 **\$230**

**Monday, Nov 15, 2010** 8:00am-4:00pm  
**Thursday, Apr 21, 2011** 8:00am-4:00pm

### Preparing for Leadership: What It Takes to Lead Effectively

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. This workshop will help you focus on results and make a successful transition into leadership. You will become a leader who thrives, not just survives, in your first leadership journey.

In this session you will learn how to:

- Build on your personal foundation of capabilities, character, and interpersonal skills
- Make effective decisions
- Foster employee commitment
- Develop a team through coaching and mentoring
- Establish and maintain accountability
- Build personal power (creating and using networks, understanding office politics)

East Campus, Room 2313 **\$130**

**Tuesday, Nov 16, 2010** 8:30am-12:30pm  
**Thursday, Apr 28, 2011** 8:30am-12:30pm

## Textbook Information

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>

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

This document can be available in alternative formats to individuals with disabilities by calling 651.779.3354 or 1.800.228-1978 x 3354 or Minnesota Relay Service at 1.800.627.3529.

## Supervisory/Management Certificate Program Registration Form

Please fill out all information completely. Date of birth **or** social security number is required. This data is for student tracking purposes only, and will not be released or used for any other purpose.

Name \_\_\_\_\_ Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Home Phone (\_\_\_\_) \_\_\_\_\_

Home Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Social Security # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ (Confidential—to be used in registration system as your Student ID.) \_\_\_ Male \_\_\_ Female

Business Name \_\_\_\_\_ Business Phone (\_\_\_\_) \_\_\_\_\_

Business Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail address \_\_\_\_\_

Course Name	Course Date	Course Fee
1. _____	_____	\$ _____
2. _____	_____	\$ _____
3. _____	_____	\$ _____
4. _____	_____	\$ _____
Total Course Fees:		\$ _____

### PAYMENT INFORMATION

- Check(s) Enclosed (Please write a separate check for the exact amount of each course, payable to Century College.)
- Business purchase order attached
- Please charge to my: \_\_\_ VISA \_\_\_ MasterCard \_\_\_ Discover Account # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Cardholder's Name \_\_\_\_\_ Exp. Date \_\_\_\_/\_\_\_\_/\_\_\_\_