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| --- | --- | --- |
| A group of people in a room  Description automatically generatedA picture containing graphical user interface  Description automatically generated | Be a supervisor that employees want to work for.  Discover effective solutions to the issues and challenges that you encounter. | |
| **Supervisor Live Seminar Interactive and Instructor Led – Online**  **Six Lunchtime Sessions (2 hours per day) –**  **December 1, 3, 8, 10, 15, 17** | | |
| Day 1 - Tuesday, December 01, 2020 11:00 AM – 1 PM (PST)  Day 2 - Thursday, December 03, 2020 11:00 AM – 1PM (PST)  Day 3 - Tuesday, December 08, 2020 11:00 AM – 1 PM (PST)  Day 4 - Thursday, December 10, 2020 11:00 AM – 1 PM (PST)  Day 5 - Tuesday, December 15, 2020 11:00 AM – 1 PM (PST)  Day 6 - Thursday, December 17, 2020 11:00 AM – 1 PM (PST)  **Cost:** $199 for all six sessions  **Register:** https://www.eventbrite.com/e/supervisor-seminar-online-6-lunchtime-dates-december-1-3-8-10-15-17-registration-126941019005 | | |
| Learn essential skills to connect with employees and managers and drive results for the company.  The training is packed with information, discussions, self-assessments, guided role plays, and goal setting, so you can apply what you learned immediately.  This program is excellent for both first-time supervisors and seasoned professionals who want to polish their skills. | | You need to be able to access the on-line zoom training site.  We will email you before your scheduled seminar and give you the information you need to join the seminar (check your junk mail if you don’t receive it).  This training is interactive, so bring your questions, concerns and ideas to share. |

**Supervisor Training Days 1-3:**

**THE STARTING POINT FOR MANAGING**

* Discuss the challenges you are having with employees, why they happen and then discover solutions
* Identify and learn about the best supervisor qualities and abilities
* Become the boss everyone wants to work for
* Uncover how to put the focus on employees
* Learn and practice how to communicate effectively
* Find out how to motivate employees, fix disengaged employees, build trust, and build your team
* Effectively meet with and manage employees on a regular basis
* Discover ways to train and develop employees
* Understand and practice successfully coaching employees for continuous performance management

**Supervisor Training Days 4-6:**

**HANDLING CHALLENGES AND DIFFICULT EMPLOYEE ISSUES**

* Be successful when going from peer to supervisor
* Discover how to engage in tough talks
* Understand and practice dealing with difficult employees and problem behavior
* Identify your time management issues, improve how you delegate and manage your time
* Appreciate how to work with all the generations and a diverse workforce
* Learn when and how to resolve employee conflicts
* Yes, you need to be in charge of your own attitude and be ethical
* Find out how to successfully balance your responsibilities and ensure priority projects are on schedule
* Uncover a variety of ways to problem solve, make decisions, and set SMART Goals

Diana brings her popular supervisory training program online.

Classes fill up quickly, register early!

**Trainer:** Diana Welch,

SHRM-Senior Certified Professional, SPHR

Human Resources and Management Solutions

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A person smiling for the camera

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