

## 2018 ELECTIVES

### **Supervisory Survival Skills**

Learn how to: avoid common mistakes that invite litigation; implement a corrective action process; support a culture that fosters respect, positively reinforces adherence to policies, and promotes a safe and healthy work environment; run an effective meeting; and improve your time management skills and more.

*Instructor: Meg Krinke*

Thursday, March 23, 2018

Friday, September 14, 2018

### **Fearless Performance Reviews**

Conducting performance reviews is often the most difficult part of managing others. How do you transform the traditional and often fear-inducing performance review into a more collaborative process? Learn about the Great Performance Management Cycle, methods for setting SMART goals, techniques for analyzing performance problems, and learn a roadmap for conducting productive and truly fearless performance reviews.

*Instructor: Jeff Russell*

Thursday, April 12, 2018

### **Surviving Difficult Conversations**

Through an interactive workshop, learn a set of powerful models, tools, and techniques for approaching difficult conversations with confidence and composure. Learn to navigate difficult conversations more effectively – once we understand why they go off the rails and how to lay the groundwork for a successful outcome.

*Instructor: Jeff Russell*

Friday, April 13, 2018

### **People Reading**

It is the person that understands the "smooth operator" concept that gets things done and positively impacts others. Master this skill by understanding the basic psychology of personality types. This session teaches about the four personality types and positively empowers individuals with people reading skills. All participants will take a survey to determine their individual personality style.

*Instructor: Michael Kiefer*

Thursday, May 3, 2018

### **Maximizing Individual Talent on Your Team**

Talent management is an essential skill for those in a leadership role. This can be gained from 20 years of trial and error or in one day with this class. Take the guess work out of being a team leader and maximize your team members' individual talent. This class is fun, insightful and informative with a number of small group discussions.

*Instructor: Michael Kiefer*

Friday, May 4, 2018

### **Diversity in the Workplace**

In today's workforce, understanding how to work with, incorporate, and value people of other cultures is crucial to organizational success. The more we understand ourselves and each other, the more positive impact we make in our organization. Learn implementation strategies to make a positive impact on your organization's people.

*Instructor: Stacy Shapiro*

Thursday, June 21, 2018

### **Critical Thinking and Decision Making**

Most people struggle over important decisions and spend considerable time second guessing their decisions. This behavior can erode respect and credibility, and can lead to high stress and an inability to perform work efficiently. Work through small group critical thinking and decision making activities using the military style "ranked grid system," various voting methods, and the mind mapping tool.

*Instructor: Michael Kiefer*

Thursday, August 16, 2018

### **Project Management: Essential Planning Tools Anyone Can Use**

This class gives you the essentials of project management that you can apply to your job and at home. Project management is used to develop better efficiency, save time, money, and forecast errors in a plan. This class includes planning pitfalls, milestone charts, work breakdown structures (WBS), and project review questions.

*Instructor: Michael Kiefer*

Friday, August 17, 2018

### **Lead with Integrity**

Great leaders are people of integrity and live their lives in accordance with a value system; they have a combination of traits that help inspire people to do and be their best.

Learn why it is important to gain clarity (your Core Values) on who you are and the positive, affirming leader you strive to be. Specific tools will be taught enabling you to live by those values on a daily basis.

*Instructor: Stacy Shapiro*

Thursday, October 18, 2018

### **The Art of Delegation**

Delegation involves creating a clear, shared vision of the results that you and your "partners" expect and aligning other people's energy and actions toward achieving these outcomes. Learn the foundations to enabling your employees to willingly take on more responsibility for performance and use their expanded authority to benefit the company, the customers, and their own professional development.

*Instructor: Jeff Russell*

Thursday, November 15, 2018

### **Creating & Sustaining World Class Customer Service**

Providing world-class customer service requires a clear and compelling customer service vision, a well-managed customer service delivery system, and developed customer service skills in front line staff. By investing in service excellence you gain a competitive advantage. This seminar focuses on helping you build the key components of your customer service infrastructure, assess the strength of your own customer service system and develop a plan to move your company toward world-class service.

*Instructor: Jeff Russell*

Friday, November 16, 2018

## 2018 CORE COURSES

### Supervisory Management 1

Supervisory managers are uniquely positioned to influence and impact performance provided they have the right skills and knowledge. Learn how you can make the transition to your new role smoother and less stressful. Explore leadership styles, motivation techniques, and coaching strategies.

*Instructor: Scott Dickmeyer*

Thursday & Friday Feb. 15 & 16, 2018

Thursday & Friday Sept. 27 & 28, 2018

### Supervisory Management 2

Leadership development resumes in four key areas (1) orienting people to your work unit, (2) understanding communication behaviors, (3) managing time, and (4) delegation. We build on the skills learned in the first seminar and focus on maintaining a productive work group.

*Instructor: Scott Dickmeyer*

Thursday & Friday March 8 & 9, 2018

Thursday & Friday Oct. 25 & 26, 2018

### Supervisory Management 3

Communicating clear, specific expectations to people is critical for operational effectiveness. Giving feedback during day-to-day coaching sessions and during formal performance reviews is an essential skill. We discuss why there is resistance to performance assessment, how to establish job expectations, and how to conduct productive coaching sessions.

*Instructor: Scott Dickmeyer*

Thursday & Friday May 17 & 18, 2018

Thursday & Friday Dec. 6 & 7, 2018

## General Information

You may register for any seminar. Participating in the certificate program is optional. Please visit:

<https://www.uwlax.edu/sbdc/supervisory-management-certification-program/> for additional information and to register.

### Location & Time

Carl Wimberly Hall, Room 124 | UW-La Crosse  
Workshops begin at 8:30 AM and end by 4 PM.

### Fee

Discounts are available. Payment is required with registration. Fee includes seminar, materials, and lunch.

### Cancellation Policy

You may cancel or transfer your registration up to seven business days before the start date for a full refund. If you do not show or cancel the day of the event, you are responsible for the full fee. You may substitute another person for your registration at any time. Call for assistance, 608.785.8783.

The Small Business Development Center (SBDC) at UW –La Crosse is part of a statewide network of SBDCs working with business owners and entrepreneurs to facilitate growth and improvement, and to help launch successful new companies. Through no-cost consulting, low-cost entrepreneurial education, and strategic facilitation, SBDC experts serve as resources for small and emerging midsize companies. The Wisconsin SBDC at UW-La Crosse is hosted by UW-Extension, the UW-La Crosse College of Business Administration, and is funded in part through a cooperative agreement with the U.S. Small Business Administration.

Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Contact the SBDC office by email, [sbdc@uwlax.edu](mailto:sbdc@uwlax.edu) or phone 608.785.8783.



## SUPERVISORY MANAGEMENT CERTIFICATE PROGRAM

### 2018 WORKSHOP CALENDAR

*PRACTICAL AND TACTICAL  
MANAGEMENT TRAINING THAT WILL  
ADVANCE YOUR CAREER*

#### Program Requirements:

- Completion of Supervisory Management 1, 2, and 3 workshops
- Completion of six days of elective workshops
- Up to five years to complete the workshops for certificate

*You may register for any seminar. Participating in the certificate program is optional.*

UNIVERSITY of WISCONSIN  
**LA CROSSE**