Supervisory Leadership Certificate Program

- Build Leadership Skills
- Invest in Your People
- Advance Your Business
Supervisory Leadership I
Supervisory Leadership I offers guidance for aspiring or new leaders and pragmatic recommendations for leaders who seek to develop strong teams and drive outstanding results. Explore different leadership styles and discover your own unique style. Understand the transition into leadership and how your role and responsibilities are defined.

Leadership is a conscious choice. Gain the tools and approaches necessary for professionals at all stages of the leadership lifecycle to understand their role, establish fundamental practices, integrate their actions with the organization’s strategy, and motivate and inspire their teams.

Supervisory Leadership II
Supervisory Leadership II provides succinct skill sets in coaching and developing employees. Communicating clear and specific expectations to your employees is critical to operational effectiveness. Learn how to overcome resistance to performance assessments, how to establish job expectations and how to conduct coaching sessions.

By learning to build a workplace that is inspired, leaders have the opportunity to create a culture of growth and increase the competitive advantage of employee innovation and production.

Two-Day Electives*

Coaching for Performance
Fine-tune your coaching techniques and create an environment of excellence. Get the best out of your organization’s most valuable resource—your employees. In this session, you will learn how to coach for optimum performance while reducing recurring problems.

Resolving Organizational Conflict
Learn how to build trust, self-esteem and constructive communication through effective conflict management. Use conflict to clarify relationships, heighten creativity and approach old problems from a new perspective. Discover the role expectations, perceptions, feelings and past experiences play in current conflicts. Examine the impact that different backgrounds, personalities and work styles have on conflict. Multiple points of view are inevitable in the workplace. So is conflict. Conflict is a natural by-product of strongly-held opinions and beliefs. The conflict process is complicated and the longer they remain unsolved, the more complicated conflicts become. Constructive conflict resolution is key to your success as a manager.

Effective Communication
Your success as a leader is determined by your ability to work productively and appropriately with people. Improving the day-to-day communication among and with your employees increases your company’s productivity, your employees’ satisfaction, and overall effectiveness of work teams.
Leading without Authority

The ability to exercise influence without authority is one of the most important skills an individual can master. Getting things done in any organization often requires you to exercise influence to get tasks and projects accomplished even when you may not have the formal authority to mandate action. Whether you are stuck in the organizational hierarchy or on an ad hoc team, you need to be able to influence the actions of your team members to ensure the successful completion of the task at hand.

Leading with Humor and Improvisation

Fun at work? Humor at your desk? Improv in the board room? If marketing helps in telling your story and we are supposed to be functioning in teams to accomplish great things at work, why is work so serious? Finding our voice at work, and the humor in it, is so challenging for young leaders. Liysa Callsen will turn that serious journey through a silent world into stories, improv, audience participation and tips that will give you a fresh perspective on your obstacles, teach you to use humor in life and in business, help you embrace diversity to form stronger teams and enjoy the art of communicating beyond words.

Developing High Performance Teams

What does it take to create, manage and sustain highly effective teams? How can you foster an environment in which creativity, trust and productivity flourish? Many businesses utilize teams to empower employees, giving them more responsibility for problem solving in critical areas such as budgeting, hiring, or strategic planning. Ensuring that you have the right people and the right buy-in will help make every joint venture a success.

Leading with Integrity

Great leaders are people of integrity and live their lives in accordance with a value system. They also have a combination of traits that help inspire people to do and be their best. This leads to a positive culture in the workplace which is essential to maximizing effectiveness. In this workshop, among other topics, you will learn: the true gifts of inspirational and conscientious leaders; how to stay true to your mission in order to positively impact employee performance; how to communicate courageously; and how to plan with purpose.

Successful Negotiation Skills

Create a climate for favorable results. Recognize your own hot buttons. Overcome common obstacles to an agreement. Practice detachment when you are deeply involved. Bring others to their senses without bringing them to their knees. Reach satisfying agreements for both parties. Reach constructive agreements efficiently. Improve relationships through amicable negotiations.

One-Day Electives*

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Hiring Wisely

Whether you’re a business owner, supervisor or in human resources, finding qualified candidates and determining who is right for your organization’s culture and position can be challenging. In this workshop, you will learn a process with tools and techniques for selecting strong, reliable candidates. We will also cover how to improve your compliance with employment laws and reduce your risk of litigation. We'll discuss recruiting trends and how to leverage social media in your search for talent. Join us in this interactive workshop on how to hire wisely!

Financial Management for Non-Financial Managers

In this workshop you will learn basic financial management skills every business person should know. Topics will cover the three major financial statements, sources and uses of cash, cash budgeting, breakeven analysis and an introduction to financial ratios. Emphasis is placed on the practical uses of financial information as a diagnostic tool to understand a company’s health. Using real life examples and exercises, participants will learn simple and necessary skills they can immediately apply to their workplace.

Executive Presence for Supervisors

You know you have creative ideas and your work is solid. Now the question is, how do you get others to see it so you can use your talents to contribute in a bigger way? If you don’t look or sound confident, chances are, others won’t be confident in you either. That can be disastrous for your career. Learn the top mistakes to avoid if you want to advance in your company, essential techniques to be viewed as an invaluable professional, and strategies to look and feel confident (even when you’re not).

Courageous Communication

It is vitally important that we know how best to communicate with one another…even when it is difficult. In this workshop, participants will learn why tactful, yet bold, communication is so important at work…and in life. They will be encouraged to strengthen personal character and courage to make all of their communications prosper. They will go in depth to learn the CLEAR method of courageous communication and role play until it becomes a habit. Discussion of current situations in participants’ lives and learning how to handle them confidently will follow. Participants can leave with the resolve that they will stop letting matters deteriorate and “take care of business” in an honorable fashion.

Servant Leadership for Supervisors

Great organizations, including Southwest Airlines, Starbucks, Intel and countless others, are using Servant Leadership as a foundation for their success. Whether you lead a major corporation, a church, or simply yourself, servant leadership applies to you. Our goal is to provide tangible ways to implement servant leadership in your life and in the lives of those you serve.
Managing Projects

Managing people who are temporarily assigned to a project under your leadership differs from managing an ongoing workgroup. Special challenges are encountered and they require a different set of business planning tools. Project team leadership, political strategies and member motivation are different.

You will discover ways to create clear and visual plans and keep project team members working together efficiently and effectively.

Leading through Change

If things didn’t change, there’d be no butterflies. Be prepared for a lively and interactive course, full of real-life stories about change because change is constant and demanding. People need to adapt to overlapping changes in their workplace and personal lives. A solid strategy and project plan for change can help us avoid disaster, but the key to successful change is engagement. Leaders who master the discipline of change management rise to the top of company and community as dependable, positive influencers. Acquire skills you need to understand the best communication practices that will ease resistance to change.

Leading with Emotional Intelligence

EQ is considered by many leading business scholars to be the biggest organizational competency required to compete in the 21st century. Participants will be introduced to the theory and practice of EQ including your own personal assessment.

This one-day workshop provides an introduction to the science and practice of emotional intelligence. EQ is for everyone in business, regardless of managerial responsibility.

Leading with Facilitation Skills

Are you tired of attending meetings that do not produce meaningful results? Do you ever wonder how some people seem to know the next right questions to move their team toward the future? Participants in this workshop will practice developing dynamic conversations that appeal to many intelligences, increasing ownership in meeting results.
### Core Program (please check all workshops you plan to attend)

<table>
<thead>
<tr>
<th>Workshop</th>
<th>Date</th>
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<tbody>
<tr>
<td>Supervisory Leadership I</td>
<td>September 15-16, 2015</td>
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<tr>
<td>Supervisory Leadership I</td>
<td>January 12-13, 2016</td>
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<tr>
<td>Supervisory Leadership II</td>
<td>February 9-10, 2016</td>
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### Two-Day Electives* (please check all workshops you plan to attend)

<table>
<thead>
<tr>
<th>Workshop</th>
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<tbody>
<tr>
<td>Coaching for Performance</td>
<td>October 5-6, 2015</td>
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<tr>
<td>Resolving Organizational Conflict</td>
<td>November 3-4, 2015</td>
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<td>Effective Communication</td>
<td>December 1-2, 2015</td>
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<tr>
<td>Developing High Performance Teams</td>
<td>March 8-9, 2016</td>
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<tr>
<td>Leading with Integrity</td>
<td>April 13-14, 2016</td>
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<tr>
<td>Successful Negotiation Skills</td>
<td>May 3-4, 2016</td>
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<tr>
<td>Managing Projects</td>
<td>September 23, 2015</td>
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<tr>
<td>Leading with Emotional Intelligence</td>
<td>October 14, 2015</td>
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<tr>
<td>Financial Management for Non-Financial Managers</td>
<td>October 20, 2015</td>
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<tr>
<td>Hiring Wisely</td>
<td>November 17, 2015</td>
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<tr>
<td>Leading without Authority</td>
<td>December 8, 2015</td>
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<tr>
<td>Leading with Facilitation Skills</td>
<td>January 20, 2016</td>
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<tr>
<td>Executive Presence for Supervisors</td>
<td>January 26, 2016</td>
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<tr>
<td>Leading with Humor &amp; Improvisation</td>
<td>February 23, 2016</td>
</tr>
<tr>
<td>Courageous Communication</td>
<td>March 22, 2016</td>
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<tr>
<td>Servant Leadership for Supervisors</td>
<td>April 19, 2016</td>
</tr>
<tr>
<td>Leading through Change</td>
<td>May 17, 2016</td>
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*Attendees must sign up for two one-day electives to fulfill one full elective requirement for the Supervisory Leadership Certificate.

### Personal Information

- **Name:**
- **Job Title:**
- **Company Name:**
- **Address:**
- **City/State/Zip:**
- **Work Phone:**
- **Home Phone:**
- **Fax:**
- **E-mail:**

### Payment Information

- **Check or Purchase Order Enclosed (Payable to UWGB)**
- **PO#:**
- **Visa** □  **Mastercard** □
- **Credit Card Number:**
- **Exp. Date:**
- **3-Digit (CVV) Security Code:**
- **Address (if different than Registrant’s Address):**
- **City/State/Zip:**
- **Print Cardholder's Name:**
- **Cardholder's Signature:**

Location
All programs are held at the Advance Business & Manufacturing Center, 2701 Larsen Road, Green Bay (past the Botanical Gardens.)

Earn your certificate.
To earn your Supervisory Leadership Certificate, attend both Core programs. Then choose four elective programs within three years.

The Core program provides a complete overview of the basics that are essential as you transition into management and vital to staying current as you progress in your career.

Choose the workshops that are right for you. Elective topics are available on building teams, resolving conflict, improving efficiency, managing diversity, maximizing performance and managing projects.

What are you waiting for?
Earn your Supervisory Leadership Certificate at your pace, take elective topics that meet your needs and move your career forward.

We’ll even come to you.
In-house training is tailored to your environment and industry. Contact Ryan Kauth at the UW-Green Bay Small Business Development Center.

Phone: 920-496-2117
E-mail: sbdc@uwgb.edu

Workshop Dates and Times
Please see the dates listed on the registration form. Workshops meet from 8:30 a.m. to 3:30 p.m.

Course Fee
All two-day courses are $425 per person. All one-day courses are $200 per person. Fee includes materials, instruction, refreshments and lunch. Make checks payable to UW-Green Bay.

Confirmation
Prior to the workshop, you will receive an e-mail with directions to the workshop and a parking permit.

Certificate Requirements
Core program plus four two-day elective programs. Any two of the one-day electives may be taken in lieu of a two-day elective. All participants have three years to complete certification requirements. Participants may register for any four electives of their choice.

Refund Policy/Transfer Fee
If you wish to transfer your registration to another workshop, a $50 transfer fee is applied.

To receive a full refund, you must cancel no later than five (5) business days prior to the start of the program. Cancellations after this time will receive a credit towards a future event, less the $50 transfer fee.

Cancellations received 24 hours prior to start of program are responsible for the full program fee.

Substitutes are welcome and may attend in your absence.

How to Register
By mail: To register, fill out, detach and send adjacent form with payment to SBDC, 2701 Larsen Road, Green Bay, WI 54303.

Online: Visit http://www.uwgb.edu/sbdc to register.

By Phone: You may register by phone by contacting a SBDC representative at 920-496-2117.

By Fax: Fill out adjacent form and fax to SBDC at 920-496-6009.
We can help you reach your leadership goals!

We’ve helped hundreds of managers reach theirs.

Take just one workshop or complete the certificate. Our facilitators provide interactive and practical content that you can immediately integrate into your leadership at work.

Our program is flexible enough to meet your needs, whether you are just starting out on your leadership path or want to improve specific skills to lead your team.

No state tax dollars were used in printing this piece