



**What our participants are saying:**

“Did an excellent job directing examples at current workplace culture.”  
 “Very effective and enlightening.”  
 “I highly enjoyed the seminar. This will definitely help me at work.”

“Kept class interesting throughout the day. Very good at keeping class focused and involved. Had fun throughout the day.”

**“Great program!”**  
 “Instructor was very well educated on the subject. He made it very relevant to everyone and was humorous!”

- **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 seminars 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 Christina Trombley at the UW-Green Bay Small Business Development Center. Phone: 920-496-2117. E-mail: [tromblec@uwgb.edu](mailto:tromblec@uwgb.edu)



**Supervisory Leadership Certificate Program**

- **Build Leadership Skills**
- **Invest in Your People**
- **Advance Your Business**



Small Business Development Center 2471  
 University of Wisconsin-Green Bay  
 2701 Larsen Rd.  
 Green Bay, WI 54303  
 Connecting learning to life



The SBDC is part of UWGB Division of Outreach and Adult Access. We are partners in education with the University of Wisconsin-Extension. The Small Business Development Center (SBDC) is partially funded by the US Small Business Administration. The support given by the US Small Business Administration does not constitute an expressed or implied endorsement of the opinions, products or services of the Center. AA/EOE Reasonable accommodations for persons with disabilities will be made if requested.

No state tax dollars were used in printing this piece

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.

Our facilitators provide interactive and practical content that you can immediately integrate into your leadership at work.

- **We can help you reach your leadership goals!**
- **We've helped hundreds of managers reach theirs.**

## Core Program

(Required) Programs should be taken in order for best results.

### 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

The second in the Supervisory Leadership series 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.

## 2011 – 2012 Electives

### New! Lead 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.

### New! Creative Problem Solving & Decision Making

Solving problems and making decisions can be the true litmus test of great managers. This program will go through a series of practical steps for improving decision-making abilities and increasing your problem-solving innovation. Being able to attack problems creatively will enhance the solutions for you, your team, and your organization.

### Building 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.

### Managing Difficult Conversations

Sooner or later, each of us needs to have a conversation with someone that we will find difficult. Whether this difficult conversation involves saying no to your boss, giving constructive feedback to a co-worker, or conducting a performance review with a wayward direct report, such conversations are filled with stress and anxiety.

### Resolve Organizational Conflict

Conflict in the workplace is inevitable. Learn how to manage it productively and obtain tools and tips you can immediately put in place.

### Maximizing 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.

### Effective Communication Skills

Learn how to listen effectively to gain a better understanding in your daily communication. Learn skills to develop a long-term action plan for improved interpersonal skills.

## The Details

### Location

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

### Seminar Dates and Times

Please see the dates listed on the registration form. Seminars meet from 8:30 a.m. to 3:30 p.m. both days.

### Course Fee

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

### Confirmation

Prior to the seminar, you will receive a confirmation letter with directions to the seminar.

### Certificate Requirements

Core programs plus four elective programs. 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 seminar, 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.

### Discounts

Series fees and group discounts save you \$50 per person per seminar. Registrations must be received together to qualify for discounts.

#### Group Discount Fee

\$50/person discount per seminar for 3 or more people from the same firm to attend the same session.

#### Core Series Fee

\$50 per core seminar for registering for both required core seminars at the same time.

### 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 920-496-2114.

**By Fax** - Fill out adjacent form and fax to SBDC at 920-496-6009.

## Supervisory Leadership Registration Form 2011-2012

### Core Program (please check all seminars you plan to attend)

<input type="checkbox"/>	Supervisory Leadership I	October 5 – 6, 2011
<input type="checkbox"/>	Supervisory Leadership II	November 8 – 9, 2011
<input type="checkbox"/>	Supervisory Leadership I	February 21 – 22, 2012
<input type="checkbox"/>	Supervisory Leadership II	March 20 – 21, 2012

### Electives (please check all seminars you plan to attend)

<input type="checkbox"/>	Lead with Integrity	September 27 – 28, 2011
<input type="checkbox"/>	Managing Difficult Conversations	October 26 – 27, 2011
<input type="checkbox"/>	Creative Problem Solving	December 6 – 7, 2011
<input type="checkbox"/>	Resolve Organizational Conflict	January 31 – February 1, 2012
<input type="checkbox"/>	Maximizing Performance	April 24 – 25, 2012
<input type="checkbox"/>	Building High Performance Teams	May 8 – 9, 2012
<input type="checkbox"/>	Effective Communication Skills	June 5 – 6, 2012

### Personal Information

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

### Payment Information

<input type="checkbox"/> Check or Purchase Order Enclosed (Payable to UWGB)	PO#:
<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard	
Credit Card Number:	Card Expires:
Print Cardholder's Name:	
Cardholder's Signature:	