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

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!”

Supervisory Leadership Certificate Program

What are you waiting for?

Your Leadership as a tool to lead specific skills to lead your leadership path. Whether you want to improve your leadership skills, whether you need to meet your leadership goals.

We've helped hundreds of managers reach theirs.

We can help you reach yours.

Your team.

Your leadership goals.

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.

Invest in Your People

Build Leadership Skills

Advance Your Business

The SBDC is part of UWGB Division of Outreach and Adult Access. We are partners in education with the University of Wisconsin-Extension and the US Small Business Administration. 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.
### Core Program

#### 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. Only the tools and approaches necessary for professionals at all stages of the leadership lifecycle to understand their role, establish fundamental practices, integrate their skills 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.

### 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**
  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 the seminar. Substitutes are welcome and may attend in your absence.

- **Series fees**
  Multiple points of view are inevitable in the work place. 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.

- **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.

### 2012 – 2013 Electives

#### 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.

#### Resolve 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 work place. 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.

#### 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.

#### 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.

#### Managing Projects
Learn critical skills to make your projects run efficiently from inception to completion, such as how to assign tasks to team members based on natural talents, easily tailor your communications, use work break down structures to plan and track task completion, set up quality control tests at each milestone to eliminate rework, save thousands of dollars by establishing clear scope and goals at project start-up, speed up projects when falling behind critical milestones, and conduct a careful project review analysis with 12 key questions.

### Supervisory Leadership Registration Form 2012-2013

<table>
<thead>
<tr>
<th>Core Program</th>
<th>(please check all seminars you plan to attend)</th>
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<tbody>
<tr>
<td>Supervisory Leadership I</td>
<td>September 20 – 21, 2012</td>
</tr>
<tr>
<td>Supervisory Leadership II</td>
<td>November 14 – 15, 2012</td>
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<tr>
<td>Supervisory Leadership I</td>
<td>February 26 – 27, 2013</td>
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<tr>
<td>Supervisory Leadership II</td>
<td>March 26 – 27, 2013</td>
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<td>Managing Projects</td>
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<td>Lead with Integrity</td>
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### Personal Information

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<th>Job Title:</th>
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### Payment Information

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<td>Credit Card Number:</td>
<td>3-Digit (CVV) Security Code:</td>
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<td>Pay Cardholder's Name:</td>
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<td>Cardholder's Signature:</td>
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