

Eastern Kentucky University Workforce Development

“First Line Supervision Certificate Program”

Now that you’re a supervisor, you have most likely developed the technical skills required in your field. Your continued success now depends upon the ability to get things accomplished through others. EKU’s supervision program helps develop your interpersonal skills or “people skills” area. The programs are designed to offer a bridge between technical skills and supervising others to increase overall company performance. These classes are helpful for new supervisors, those without formal training, and workers who hope to move into a supervisory role in the future.

EKU plans to kick off the **“First Line Supervision Certificate Program”** with the 3-day Basic Core Concepts I on January 9, 16, & 23 in Richmond. Participants will then select an additional 18 hours (3 days) of elective seminars to complete the Basic Supervision Certificate program. The elective seminars may be taken as part of the Certificate Program, or as a stand-alone professional development activity. The full schedule for Spring, 2018 is included in this brochure.

Graduates may choose to continue on into the Advanced Supervision Certificate Program. The second phase of the program requires the 3-day Advanced Core Concepts II, which is scheduled for April 10, 17, & 24 in Richmond. Participants will then select three additional 18 hours (3 days) of electives to complete the Advanced Supervision Certificate Program.

Program Benefits

- ◆ The First Line Supervision Certificate program can be used for supervisors at many levels:
 - ◆ Experienced on the job but never having benefitted from formal or structured training.
 - ◆ New on the job and just getting started.
 - ◆ Training to prepare for future openings.
 - ◆ Having interest in becoming a supervisor but would like a better understanding of the skill requirements.
- ◆ This program provides insight and understanding into the skills, knowledge and techniques demonstrated by successful supervisors.
 - ◆ The approach is straight-forward and to the point.
 - ◆ The goal is to increase awareness and understanding.
- ◆ Most importantly, this program addresses leadership and the need to build relationships with the team the supervisor is leading.



Eastern Kentucky University Training for Supervisors Spring 2018 Class Schedule

Basic Core Concepts I

Core Concepts I provides participants the opportunity to learn vital skills needed to successfully supervise in today's ever-changing workplace. This course is based around the following topics: Learning your New Role, Expectations of Supervision, Motivating and Coaching Others, and other critical issues. Participants complete the Myers-Briggs Type Indicator to learn more about themselves and how they make decisions in the workplace. *Instructor Larry Palmisano has been leading training at EKU since 2008. He retired with more than 40 years of manufacturing experience, with 20 years as a Plant Manager. Larry has a degree in Industrial Management from the University of Akron.*

Advanced Core Concepts II

Advanced Core Concepts II offers an opportunity for a supervisor to expand the concepts introduced in Core I through detailed examination and case-study experience. Added material includes the performance appraisal process, the changing workplace, legal aspects of supervision, and growing into management. Learn to make your best skills as supervisor become second nature. *Instructor Coy J. Brown is an organization & leadership development facilitator specializing in training and development. Coy holds a Masters in Communication from the University of Kentucky as well as a Masters in Human Resource Management & Development from Chapman University in California.*

Richmond

- Basic Core Concepts I
January 9, 16, & 23
- Sexual Harassment
February 8
- Creative Problem Solving
February 15
- Customer Service
March 1
- Motivating Employees
March 6
- Time Management
March 27
- Advanced Core Concepts II
April 10, 17, & 24
- Conflict Management
May 1
- Generational Differences
May 17
- Emotional Intelligence
May 31

Manchester

- Emotional Intelligence
May 14

Somerset

- Managing Stress
April 25
- Coaching & Workplace Communication
June 13

Corbin

- Basic Core Concepts I
Offered in Richmond
- Advanced Core Concepts II
Offered in Richmond
- Effective Team Building
January 25
- Legal Issues
February 14
- Interpersonal Communication
February 22
- Managing Stress
March 8
- Business Writing
April 12
- 5 S Training
April 24
- Accident Prevention
May 10
- Coaching & Workplace Communication
June 7
- Dealing with Difficult People
June 14
- Presentation Skills
June 19 & 21

Classes are 9:00 a.m. to 4:00 p.m.

Course Tuition (includes materials)

- 3 Day Seminar \$450
- 2 Day Seminar \$350
- 1 Day Seminar \$250
- Computer Classes \$200

Onsite customized training is available. Call Workforce Development at 859-622-6216 or 859-622-6716 for a free quote or to register! Visit workforce.eku.edu for more information.

Elective Options:

- **Accident Prevention**
Highlights practical approaches to promote safety and prevent accidents in the workplace. Instructor James Bastin serves as the Asst. Chief of Operations for the Bluegrass Army Depot. He has taught OSHA training at EKU since 2011 and holds a Bachelors in Fire & Safety Engineering.
- **Business Writing**
Improve your written communication skills. Instructor Mike Addison has more than fifteen years of ministry and consulting experience. Mike holds a Bachelors Degree from the University of the Cumberlands as well as a MBA from the Hutton School of Business at the University of the Cumberlands.
- **Coaching & Workplace Communication**
Assess employees' development needs and respond with appropriate leadership style. Instructor Mike Addison—please see bio above.
- **Conflict Management**
Use communication skills to defuse conflict and solve problems. Instructor Coy J. Brown—please see bio on previous page.
- **Creative Problem Solving**
Learn how to effectively apply creative techniques for problem solving while capitalizing on your own creative talents. Instructor Kathy Werking has faculty experience at University of Louisville, EKU, and the Kentucky Dept. for Criminal Justice Training. Kathy holds a Ph.D. in Interpersonal Communication from Perdue University in Indiana.
- **Customer Service**
Is anything more important than good customer service? This course will provide tips for dealing with difficult people, how to be assertive without appearing rude, and techniques for working with the public. Instructor Zella Pearson is a trainer for business and industry. Zella holds a Bachelors Degree from the University of Kentucky as well as a Masters in Education from EKU.
- **Dealing with Difficult People**
This course emphasizes communication and flexible thinking as key methods of dealing with difficult people. Instructor Kathy Werking—please see bio above.
- **Effective Team Building**
Learn the practical framework required for building teams within a work unit. Instructor Mike Addison—please see bio above. Instructor Zella Pearson—please see bio above.
- **Embracing your Emotional Intelligence**
Understand how aware you are of your emotions as well as those of others, how to deal with negative emotions, and how to utilize positive emotions to improve performance. Instructor Joel DiGirolamo has over 30 years of staff & management experience in Fortune 500 companies. Joel is the author of the award-winning books *Leading Team Alpha* and *Yoga in No Time at All* and holds a Masters in Business Administration as well as a Masters in Psychology.
- **Generational Differences**
Learn how work behaviors result from values that may vary based upon generation, stage in career, and stage in life. Instructor Joel DiGirolamo—please see bio above.
- **Interpersonal Communication**
Learn how to communicate effectively with people. Effective communication leads to increased efficiency and effectiveness of workers. Instructor Gary Davis has more than 30 years experience providing services which impact at-risk children and adults. In addition to being an adjunct faculty member at EKU, he has been involved in the development of traditional and on-line courses at the university.
- **Legal Issues for Supervisors**
Explore legal aspects and obligations of being a supervisor. Instructor Kacey Coleman has practiced law for over 20 years with her primary emphasis in the area of employment law. Kacey holds a J.D. from the University of Kentucky.
- **Managing Stress**
Learn what causes stress, its effect on behavior, physical and mental health, and ways to alleviate stress. Instructor Joel DiGirolamo—please see bio above.
- **Motivating Employees**
Learn practical leadership skills to increase employee motivation and performance. Instructor Zella Pearson - please see bio above.
- **Presentation Skills**
This two-day seminar provides the opportunity to develop your presentation style in a safe environment. Instructor Kathy Werking—please see bio above.
- **Sexual Harassment**
Led by a practicing attorney "policy to prosecution"...current issues that supervisors need to know for today's workplace. Instructor Kacey Coleman—please see bio on previous page.
- **Time Management**
Designed for anyone who wants to do a better job managing their time—both in the workplace and at home. Instructor Coy J. Brown—please see bio above.
- **MS 2013**
Instructor-led Microsoft 2010 & 2013 computer classes are available. Only one computer class may count towards each certificate.
- **5 S Training**
Focuses on how to Sort, Store, Shine, Standardize & Sustain work procedures to increase workplace organization and effectiveness. Instructor Zella Pearson—please see bio above.



Microsoft 2013

Computer Classes (only one computer class may count toward each certificate).

- Excel Basic/Intermediate/Advanced
- Introduction to the Computer
- Outlook
- PowerPoint Basic
- Word Basic/Intermediate/Advanced

Register Now for Richmond Classes

Outlook 2013 Basic
January 26

Excel 2013 Basic
February 22

Excel 2013 Intermediate
March 22

Excel 2013 Advanced
May 25

Register Now for Corbin Classes

PowerPoint 2013 Basic
March 23

Excel 2013 Basic
May 4

Excel 2013 Intermediate
May 18

Excel 2013 Advanced
June 22

Call 859-622-6216 or 859-622-6716 for additional information.

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**Workforce Development
workforce.eku.edu**

Classes Offered At:

**EKU Richmond Campus
Perkins Building
521 Lancaster Avenue
Richmond, KY 40475**

**EKU Corbin Campus
Corbin By-pass/Hwy 3041
One Pennington Way
Corbin, KY 40701**

**EKU Manchester Campus
50 University Drive
Manchester, KY 40962**