**Transition to Supervising**

Thursday, September 19 | MGMT 9035A

It’s difficult to begin supervising a new group. It can be even more challenging if you used to be a co-worker to people you now supervise. This class will focus on laying the groundwork for supervisory success by exploring different management styles, setting appropriate expectations and learning four habits that make a great “boss.”

**Communication Tools**

Thursday, September 26 | MGMT 9035M

Whether you are talking to your supervisor, an employee, a member of your family or even your pet, the key to getting your desired result is the ability to communicate well. Learn how thinking and processing styles impact communication, practice listening actively and asking questions effectively, and learn the keys to talking like a performance coach.

**Keys to Conflict Management**

Thursday, October 3 | MGMT 9035H

The number one challenge of most supervisors is handling conflict in their teams and with their staff. This class will equip you with the knowledge and skills to resolve conflicts effectively. We will discuss key elements of conflict resolution and consider multiple techniques for guiding contentious situations to positive outcomes.

**A Culture of Accountability**

Thursday, October 10 | MGMT 9035O

Most of us have experienced the word “accountability” as a punishment for not doing something correctly, on time or up to standards. When laying blame is entrenched in a culture, accountability lurks at the back-end of the process. Learn to lead with accountability at the front end of interactions to clarify goals, establish expectations, build confidence and achieve your desired results. Discover the steps and language of accountability and leave with your action plan for implementation.

**Performance Coaching**

Thursday, October 17 | MGMT 9035P

Do you want to improve the overall performance and productivity of your staff? Do you wish for your employees to enhance their skills and meet performance goals but also find their work rewarding and still respect you? Learn a step-by-step approach to performance coaching. Performance coaching is valuable because it provides much faster feedback than the traditional performance review processes and therefore can produce faster results, often without the need for “negative” feedback or disciplinary actions.

**Time Management**

Thursday, October 31 | MGMT 9035C

There are never enough hours in the day...especially as a supervisor! This class will focus on strategies you can use to maximize your work time to feel productive and reduce stress. We will discuss the art of delegation and also consider time drains that sneak on to every supervisor’s calendar.

**Taking Charge of Change**

Thursday, November 7 | MGMT 9035N

Would you like to see changes happen more quickly or at least more efficiently in your organization? By understanding typical human reactions to change, you can communicate to reduce misunderstandings and anxiety, help employees accept changes more quickly and minimize decreased productivity and performance. Understand the cycle of change, discuss attachment to status quo, learn strategies for communicating change and improve your personal change skills.

**Creating Strong Teams**

Thursday, November 14 | MGMT 9035I

The best way to get the most from your staff is to form a cohesive unit that works together for the benefit of the organization. Easier said than done, right? This class will focus on steps you can take to help your team connect with each other and work more productively together.

**Developing a Leadership Mindset**

Thursday, November 21 | MGMT 9035J

The basics of supervising are just a start. Once you have a clear idea of ways to effectively handle the challenges of supervising, it’s time to broaden your perspective. You play a key role to create strategy, keep yourself sharp and visualize a profitable future for your organization! Learn how to develop these skills and put them to work in this energizing “Jump Start” finale.

Allison McCarthy brings to her instruction a powerful combination of high energy and practical tools, with overwhelmingly rave reviews, both through her business and as an adjunct faculty instructor for the FVCC Continuing Education Center. Allison began her career working for several large corporations in a variety of leadership positions. Since 1995, she has been running her own Flathead Valley management and computer training business, having effectively instructed thousands of people on technical computer, interpersonal and management skills.

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