



SUPERVISORY / LEADERSHIP TRAINING

Three Rivers Manufacturers' Association
A PROGRAM OF THE THREE RIVERS MANUFACTURERS' ASSOCIATION

Dates: See below

Place: Three Rivers Training Center
1615 W. Jefferson St,
Joliet, IL

Time:
8:30 to 11:30 a.m. or
12:30 to 3:30 p.m.

Cost per session:
\$114 per session for TRMA members
\$134 for non-members

Who Should Attend:
This training is designed for new and experienced supervisors and leaders in all types of workplace environments.

Maximum 25 students per session

Training Objectives:

This training is designed to acquaint supervisors with the fundamentals of supervision and to increase supervisors' effectiveness by building upon basic principles, philosophies and techniques. This six-session, 18-hour course, is designed to further enhance supervisors in becoming productive management members.

PRESENTER: Herb O'Rourke

Mr. O'Rourke is a hands-on, people and results-oriented trainer of management, supervisors, and lead personnel to increase overall management effectiveness. He has assisted companies in creating their vision, becoming pro-active planners and implementers of programs designed to bring about increased productivity, growth and profitability. Herb has been the exclusive instructor for many management seminars and workshops delivered to the Tooling and Manufacturing Association's 1,500 member companies, has served as a consultant to the NIU Business and Professional Institute on Industry Skills Standards and is a certified Zenger Miller facilitator.

Apr 10 AM -Cultivating Situational Leadership	Apr 10 PM -Creating Win-Win Communication
Apr 12 AM -Implementing Effective Motivation	Apr 12 PM -Maximizing High Performance Coaching
Apr 17 AM -Preventive and Corrective Discipline	Apr 17 PM -Mastering Conflict Resolution

Please see page 2 for session details.

CANCELLATIONS WITHIN 48 HOURS WILL BE BILLED IN FULL

Three Rivers Manufacturers' Association, 1615 W. Jefferson St., Joliet, IL 60435
Phone 815-774-6071 Fax 815-744-3886

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Registration Fee: \$114 Per Session (TRMA Member) \$134 Per Session (Non-member)
[Click to confirm TRMA membership](#)

For additional information, contact [Kathleen Ament](#) at (815) 774-6071.



Reservations Requested – RSVP 4 days prior to the training session



Three Rivers Manufacturers' Association

Plan Now To Attend!

Supervisory Development Training Sessions - Act now to register for all 6 sessions!

Six Three-Hour Sessions (18 hours)

... designed to acquaint current or newly promoted employees with the fundamentals of supervision.

1. Cultivating Situational Leadership – April 10, 2018 – 8:30 a.m. to 11:30 a.m.

Effective leaders in the workplace must be able to analyze each situation, the organizational culture and the individual needs of the workforce. More specifically, leaders must be able to assess employees' levels of competency and commitment and then provide the appropriate leadership style. A Situational Leadership Inventory will be administered to help participants identify their primary and secondary leadership styles and then relate this to their specific workplace. To provide participants with an understanding of leadership and how they can apply leadership behaviors in a variety of situations; participants will:

- Become aware of the four situational leadership styles and identify the appropriate use of each
- Learn to assess employees' performance function level and identify the appropriate leadership style for each
- Examine supervisory behaviors to improve employee performance level

2. Creating Win-Win Communication – April 10, 2018 – 12:30 p.m. to 3:30 p.m.

An effective supervisor is also an effective communicator. This program will assist supervisors in becoming better at expressing themselves, checking out assumptions and improving their listening skills. To provide participants with proven techniques for enhancing their communication effectiveness; participants will:

- Develop an awareness of employee communications strengths and weaknesses
- Recognize the influence that employee habits have on effective communication
- Begin to identify improvement methods for communication skills

3. Implementing Effective Motivation – April 12, 2018 – 8:30 a.m. to 11:30 a.m.

There is an art to getting people to do what you want them to do because they want to do it. In the ever-changing workforce, providing a motivating environment is a daily challenge. This program will focus on motivational theories and techniques critical to the success of a department, team and company. To provide participants with skills necessary to motivate an employee; participants will:

- Recognize that different people have different motivators
- Understand a variety of motivation methods
- Realize how to help own employees become more energized and solution focused

4. Maximizing High Performance Coaching – April 12, 2018 – 12:30 p.m. to 3:30 p.m.

In addition to being able to provide monetarily for themselves and their families, employees are asking for more opportunities for self-development and improvement. Consequently, coaching has become an important skill for supervisors. To provide participants with an understanding of performance and how to optimize it; participants will:

- Understand the types of coaching, the coaching process and real life situations
- Learn how to create effective improvement plans
- Review appropriate feedback rules

5. Preventive and Corrective Discipline – April 17, 2018 – 8:30 a.m. to 11:30 a.m.

Companies that have a uniform process for the application of disciplinary rules promote a sense of fairness in the workplace. Companies today are now focusing on positive correction and improvement rather than on discipline. Instead of "writing an employee up", effective supervisors are working with employees to establish improvement plans and agreements. To help participants develop counseling and discipline skills to document and improve employee performance; participants will:

- Learn the "dos" and "don'ts" in presenting feedback to troubled employees
- Investigate the critical information for corrective action and incident reports
- Understand the legal ramifications of the disciplinary process

6. Mastering Conflict Resolution – April 17, 2018 – 12:30 p.m. to 3:30 p.m.

Conflict is natural. It can result in increased understanding and resolution or if mishandled, in poor relationships and lost productivity and service. This course will assist learners in better understanding what causes conflict and the best methods for resolving these conflicts. To aid participants in understanding conflict and how to use listening and win-win negotiating skills to resolve problems; participants will:

- Gain an understanding of conflict and its process and flow
- Gain confidence in handling unacceptable behavior