

Supervisor 101



WWW.HACSC.COM

HASC is proud to offer a real-world solution for supervisor training for new, current and/or potential supervisors

2012 TRAINING DATES

JANUARY 31 & FEBRUARY 1

Registration Deadline January 27

FEBRUARY 28 & 29

Registration Deadline February 24

Supervisor 101 will begin at 8 am at HASC DEER PARK-Headquarters

1301 W. 13th Street
Deer Park, TX 77536
(at Georgia and 13th Streets)

CONTACT HASC

Phone

281-476-9900

888-955-SAFE

Fax

281-476-9936

Customer Relations

Ext. 2910

support@hacsc.com

\$350/Member

\$500/Non-Member

Space is limited. All registrations for 19SUP101 are considered firm and are **subject to a cancellation fee** after the registration deadline.

Cost of course includes lunches & beverages for both days, professional notebook padfolio, mechanical pencil and reference guide/workbook.

Supervisor 101 Course Description

Supervisor 101 (19SUP101) is a two-day instructor-led course offering scenario-based learning, that creates an environment for participants to share their collective knowledge and experience. This course is designed to utilize curriculum and learning objectives that can immediately be applied in the everyday workplace, assisting supervisors of all levels with successfully resolving conflict, improving listening skills and overall daily communication.

Supervisor 101 Overview

- Clarify supervisor roles and responsibilities
- Adjust to a new/current role with confidence
- Provide assurance the supervisor can handle the new/current position
- Understand how to effectively use different supervisory styles for different employees
- Develop techniques for giving clear and concise instructions that are understood by the employee
- Identify ways for dealing with employee challenges, such as hostility, complaints and laziness, etc.
- Understand the importance of developing good relationships with employees and peers
- Ways to be seen as fair and consistent
- Confidence in the workplace

Supervisor 101 Outline

1. Making the Transition
2. Responsibilities of a Supervisor
3. Supervisory Styles
4. Setting Goals
5. Listening Skills
6. Asking Questions
7. Giving Feedback
8. Giving Instructions
9. Orders, Requests and Suggestions
10. Managing Conflict
11. Dealing with Difficult Employees
12. Dealing with Others
13. The Reciprocal Quality of Relationships
14. Personal Action Plan

Register trainees for 19SUP101 by faxing the following completed form to HASC at 281-476-9936

HASC Account Number _____

Company Name _____
 Contact Name _____ Contact Phone Number _____
 Billing Address _____
 City, State / ZIP _____
 Contract / Job Number _____
 Signature _____ Email Address _____

Social Security Number	First Name	Last Name	Course Date