



SUPERVISOR CERTIFICATE SERIES

The **Supervisor Certification Program** offers broad coverage in the foundational principles of supervision, and the art and science of effective leadership. It addresses core skills in the areas as described below in the Four Levels of Course Descriptions. Participants will have the opportunity for peer interaction, practice and discussion of real-life scenarios.

The Program offers these courses during the Winter, Spring and Fall to provide the most flexibility for your workforce!

Complete all the courses to earn the Supervisory Diploma:

- Level 1: Basic Supervisor Certificate
- Level 2: Advanced Supervisor Certificate
- Level 3: Team Leader Certificate
- Level 4: Problem Solving Certificate
- 2 Elective Courses

Supervisor Diploma is a recognized honor bestowed by the Manufacturers' Association and is open to all persons in a supervisory or lead position.

Attend at our Training Center or host at your location!

Level 1: Basic Supervisor Certificate *Striving for Peak PERFORMANCE*

New and seasoned supervisors need to know how to communicate effectively; to take charge, and to build trusting relationships, by treating their employees with dignity and respect.

This 17 ½ -hour course empowers supervisors to build a Peak **PERFORMANCE** work environment by utilizing the 7 leadership “tools” that motivate their associates to achieve targeted results: Purpose, Expectations, Relationships, Feedback, Orientation, Recognition, and Morale. (The **PERFORM** model)

Topics include:

The “Results Ladder”
The multiple roles of a supervisor
Leading on “purpose”
Communicating clear expectations; delegation Building trusting relationships through the DiSC Reinforcing and directive feedback Orientation, training and coaching
Recognition and conflict resolution Motivation and morale

Program Details: 5 sessions, 3 ½ hours each

Level 2: Advanced Supervisor Certificate *Exploring Your Leadership Potential*

Supervisors need to continue to apply what they learned in Level 1 and develop their leadership potential to help their associates **PERFORM** at their peak.

This 17 ½ -hour course delves deeper into the 7 Tools of the **PERFORM** model. Learning will focus on further application of previous concepts and the introduction of additional leadership skills.

Topics include:

Leadership skills assessment
Emotional Intelligence
Goal Setting and time management Workplace Civility
Adapting through DiSC
Feedback practice
Coaching skill building, and the GROW model Applying Performance Recognition
Win/win conflict resolution
Motivation theories and application

Program Details: 5 sessions, 3.5 hours each

Level 3/4: Team Leader & Critical Thinking *Team Leader & Problem Solving*

Level 3: The Team Leader, “Reaching Your Leadership Potential”

The course provides supervisors the opportunity to explore ways to build a positive team environment using the **7PERFORM** tools. Students will examine the principles of Team Dynamics and Team Development. Case studies will be used to demonstrate application and the impact of Team Leadership approaches on team performance and productivity.

Level 4: Problem Solving, "Think Outside the Box"

This will provide supervisors with skills in the following areas:

1. Critical Thinking
2. Creative Problem Solving
3. Decision Making

Program Details: Level 3 is 2 half day sessions and Level 4 is 3 half day sessions

Visit: mascpa.org & click on Training & Education calendar to Register or contact training@mascpa.org for more information