



# 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 Supervisor Certification:**

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

The Manufacturers' Association Supervisor Certification is a recognized honor and is open to all persons in a supervisory or similar position.

**Attend at our Center of Excellence for Apprenticeship & Training  
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 re-directive feedback
- Orientation, training and coaching
- Recognition and conflict resolution Motivation and morale

Program Details: 5 1/2 day sessions

### 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 1/2 day sessions

### Level 3: Team Leader Certificate *Reaching Your Leadership Peak*

This course provides supervisors the opportunity to explore ways to build a positive team environment using the **7 PERFORM** 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.

#### Topics include:

- Types of teams; the value of team
- Four stages of team development
- The 6 “team success factors”
- The five “dysfunctions” of a team
- Roles of effective team leaders, and team members Using
- DiSC to build strong teams
- “Managing up”

**Requirements:** Completion of Level 1 is required to take Level 3 & 4, Level 2 can be taken any time

Program Details: 2 1/2 day sessions

### Level 4: Problem Solving Certificate *Thinking “Outside the Box”*

This 10 ½- hour course focuses on finding creative solutions for everyday work process problems. The three half day sessions include: Critical Thinking; Creative Problem Solving and Decision Making.

#### Topics include:

- Divergent thinking vs. convergent thinking
- Critical Thinking mind set and strategy skills
- Six Step problem solving model
- Efficient decision-making techniques

**Requirements:** Level 3 & Level 4 Course completion is required for **Manufacturers’ Association Supervisor Certification!**

Program Details: 3 1/2 day sessions

### Want to earn the full Manufacturers’ Association Supervisor Certification?

Complete all 4 certificate levels and two supervisor electives courses to earn the Certification!

Visit: [mascpa.org](http://mascpa.org) & click on Training & Education calendar to Register or contact [training@mascpa.org](mailto:training@mascpa.org) for more information