



RACC's Schmidt Training and Technology Center
presents our

MAKING THE TRANSITION FROM STAFF TO SUPERVISOR SERIES

March 19th, 2019 - ZBUS 432

This 6 hour workshop prepares newly promoted supervisors or team leads to successfully address challenges routinely faced in their new position.

Key focus areas include:

- Effective Coaching Techniques
- Communication Skills; Giving and Receiving Constructive Feedback
- Effective Time Management Strategies
- Understanding and Supervising Different Generations
- Conflict Management / Dealing with Difficult Behaviors

Skill Building

Clarify objectives and plan for results | Set-up group goals and priorities | Identifying your personality style | Communicate effectively in today's new work environment, to different personality types | Develop your team's communication skills | Be more assertive without being aggressive | Understand behaviors that lead to conflict | Quickly resolve conflict situations

Workshops held 8:30am – 3:30pm (box lunch provided)
at the Schmidt Training and Technology Center, RACC Campus
15 South Front Street, Reading PA 19601 – Free Parking in Adjacent Garage

Registration Information – 610.607.6235 or 610.607.6231 to register with credit card
To register on-line, see instructions at bottom of accompanying email

Course: ZBUS 432 3218 Transition from Staff to Supervisor / Team Lead

Cost: \$495 / person (includes Course Materials, Box Lunches and Refreshments)