



## - Best Practices Workshop -

# Skill Building for Supervisors / Team Leads

This 6 hour workshop presents supervisors and team leads with proven **Best Practices** to successfully coach and lead highly productive teams.

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

**Thursday, March 5, 2020 from 8:30 am – 3:30 pm**

**Schmidt Training and Technology Center, RACC Campus**  
15 North Front Street, Reading PA 19601 – Free Parking in Adjacent Garage

[Click here to Register.](#)

Cost: \$495 / person (includes Course Material, Lunch and Refreshments)

Want this course taught on-site to your Team Leads and Supervisors, we can customize course content to target your specific business needs. - Contact Allison Creveling ([acreveling@racc.edu](mailto:acreveling@racc.edu)) or 610 607 6208.