

Professional Development Series

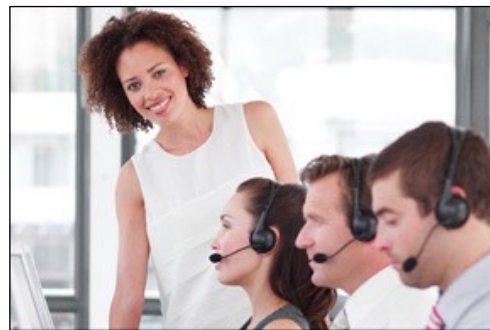
Step Up to Supervisor

● Step Up to Supervisor

January 22-23 + February 20, 2020 Farmington, NM

When the Front Line is focused, responsible, accountable and solves problems on their own, the results show up in improved quality, productivity, customer service and profits.

As a *Supervisor*, you have a direct impact on these results.



Step Up to Supervisor is an interactive skills course focused on directing others and increasing your personal effectiveness as a supervisor. You will be able to immediately use what you learn in your day-to-day operations.

Do you struggle with obtaining compliance and hesitate to address issues head-on? Are you new to supervising others?

In Step Up to Supervisor you will learn to:

- Create an effective workplace based on respect and accountability.
- Avoid un-winnable power struggles and manage challenging employees.
- Help the front line be accountable, and look forward to coming to work.
- Stay sane when nothing seems to be working.
- Practice techniques that encourage buy-in and responsible work habits.



● Participants

First time leads and supervisors, and high-potential employees who could fill these roles.

● PRICING

\$650 per person

Specialty pricing, per person:

\$495 Farmington Chamber Members

● SCHEDULE

Wednesday January 22, 2020 8:30 pm - 4:30 pm

Thursday January 23, 2020 8:30 am - 4:30 pm

Thursday February 20, 2020 8:30 am - 4:30 pm

The course is located at the Farmington Chamber of Commerce.

● REGISTRATION

Register by Friday, January 17, 2020

Contact: Ellen Babers

ellen@mountainmesa.com

970.247.3104

Presented by:



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Course Agenda

1 Wednesday, January 22, 2020

8:30 am - 4:30 pm

- Defining a Supervisor
- Clear Communication
 - Barriers to communication
 - Intent vs. Impact Gap
 - Active Listening
 - Response-ABLE
 - Artful Questions
 - Effective Feedback

2 Thursday, January 23, 2020

8:30 am - 4:30 pm

- Accountability
 - Extending Trust
 - Delegation & Setting Work Parameters
 - Setting Limits Around Acceptable Behavior
 - Offer Choices
 - Provide Consequences

3 Thursday, February 20, 2020

8:30 am - 4:30 pm

- Conflict & Problem Solving
 - Appropriate Conflict & Styles
 - Ladder of Inference
 - Position vs. Interest
 - Triangulation
 - Problem Solving Models
 - Developing Employees
 - Control

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Registration Form

Company Name			
Contact Person			
Contact	Phone:	Email:	
Billing Address			
City, State, Zip			
Category	# of Participants	Cost per Participant	Sub-total
Full Registration		\$650	
Farmington Chamber Member		\$495	
Other, as noted			
		Total	
Payment Method	Check one	Directions	
Pay with check		Make check payable to Mountain Mesa Inc and mail to: Mountain Mesa, PO Box 3388, Durango, CO 81302	
Pay by invoice		Provide purchase order number:	

PARTICIPANTS

Participant		Gender	<input type="checkbox"/> Female <input type="checkbox"/> Male
Name		Email	
Title		Cell phone	
Dietary or other needs			
Participant		Gender	<input type="checkbox"/> Female <input type="checkbox"/> Male
Name		Email	
Title		Cell phone	
Dietary or other needs			
Participant		Gender	<input type="checkbox"/> Female <input type="checkbox"/> Male
Name		Email	
Title		Cell phone	
Dietary or other needs			

Presented by:

