

Professional Development Series

Step Up to Supervisor

● Step Up to Supervisor

April 22-23, 2020 + May 21, 2020 Durango, CO

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:

\$585 Alliance & Chamber Members

● SCHEDULE

Wednesday	April 22, 2020	8:30 pm - 4:30 pm
Thursday	April 23, 2020	8:30 am - 4:30 pm
Thursday	May 21, 2020	8:30 am - 4:30 pm

The course is located in Durango, Colorado.

● REGISTRATION

Contact: Ellen Babers

Register by Friday, April 17, 2020

ellen@mountainmesa.com

970.247.3104



Professional Development Series

Step Up to Supervisor

Course Agenda

1 Wednesday, April 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, April 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, May 21, 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

Professional Development Series

Step Up to Supervisor

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	
LPCED Alliance or Durango Chamber Member		\$585	
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			

