

Supervisory Effectiveness

FOR NEW AND EXPERIENCED SUPERVISORS

In partnership with the CYPRESS GROUP, STONY BROOK UNIVERSITY is pleased to offer SUPERVISORY EFFECTIVENESS. Understanding and taking advantage of the most current business practices gives your company the competitive edge. This course is designed for supervisors seeking to enhance their ability to manage, lead and increase productivity.

PROGRAM OVERVIEW

This certificate program will cover behavior styles, effective communications, maximizing performance, organization, the role of the supervisor, and people issues.

ROLE OF THE SUPERVISOR

- Need for Supervisory Effectiveness
- Positive Attitude
- Personal Styles
- Effective Teams & Teamwork
- Dealing With Difficult People
- Listening and Effective Communication

GETTING ORGANIZED

- Time Management Tools & Techniques
- Plan Your Work, Work Your Plan
- Handling Multiple Priorities

PEOPLE ISSUES

- Coaching
- Training vs Competence
- Competency Matrix
- Performance Appraisals
- Counseling
- Handling Conflict & Resolution
- Defusing Tense Situations
- Maintaining Your Cool

MAXIMIZING PERFORMANCE

- Working at Maximum Potential
- Planning, Prioritizing, & Organizing
- Time Wasters And Cures
- Lean Manufacturing & Office
- Problem Solving & Root Cause Analysis
- Measuring Performance Effectiveness
- Metrics & Objectives for Company & People
- Effective Leadership
- Leader vs. Boss
- Becoming a Great Leader

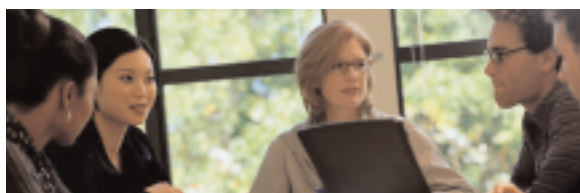
WHO SHOULD ATTEND

Business professionals including:

- CEO's
- Managers
- VP's
- Quality Managers
- Department Heads
- All in supervisory positions

REGISTRATION

For schedules, fees and to register, please visit our website at: www.licet.org



For a complete library of our course offerings visit: www.licet.org

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CORPORATE EDUCATION AND TRAINING

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