

FIRST LINE SUPERVISION

Filled with expert information on all the basics of the job— from managing time and stress to motivating and counseling employees— First Line Supervision is light on business-school jargon and heavy on real-world guidance. Using self-assessments, action plans and relevant work examples, it shows you exactly how to apply crucial supervisory skills in your own workplace.

Whether a novice or experienced supervisor, you'll find First Line Supervision inspirational, instructive and encouraging. Just think of the course as a trusted friend—one that will lead you step-by-step along a new path to success and satisfaction.

WHAT YOU'LL LEARN

- Supervising—and thriving—in a changing workplace environment
- Making a successful transition from staff to supervisor
- Developing your own leadership style
- Establishing a partnership with your boss
- Giving feedback to improve performance
- Improving listening habits and communication skills
- Using voice mail, e-mail, and the Internet effectively
- Planning and conducting meetings
- Building a top-performing team
- Resolving workplace conflicts and managing change

Course Information

Friday, March 11 & Friday, March 18

8 a.m. - 5 p.m. \$599

*(*This is a 16-hour course that is composed of two 8-hour days.)*

Training to be held on-campus

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