

SUPERVISORY-MANUFACTURING/SERVICE

Designed for supervisors/leaders who are **newly promoted** to the supervisory function and for **more experienced leaders**. Program requires completion of four core courses, one elective, and one relevant seminar.

SUPERVISOR'S CERTIFICATE PROGRAM
Expand your leadership skills and receive your Supervisor's Certificate in as little as 10 months!

CORE COURSES (all required)
Fundamentals of Supervision, Level I
Fundamentals of Supervision, Level II
Psychology for Supervisors
Interpersonal Communication Skills

ELECTIVES (select one, plus any seminar)
Introduction to Written Communication Skills
OSHA 10-Hour Certification
OSHA 30-Hour Certification
The Supervisor's Role in On-the-Job Training
Train 2 Retain
Supervisor and Discipline

PROGRAM FOCUS
Supervision and Leadership
Workplace Behavior
Safety
Employee Motivation and Training
Interpersonal Communication and Listening
Team Building
Managing Conflict and Discipline
Problem Solving and Decision Making



CORE COURSE DESCRIPTIONS

Fundamentals of Supervision, Level I

Provides the foundation for excelling as a supervisor in today's business and industry environment. Geared to the needs of the newly appointed or prospective supervisor, the course material covers the key aspects of leading subordinates and clarifies the role of the supervisor in today's organizations.

Topics

- The role of the supervisor
- Process of management, employee appraisals
- Leadership, motivation and teamwork
- Training employees and communication
- Conflict, complaints and discipline
- Legal and harassment concerns

Fee

\$380 Member
\$430 Non-member



Fundamentals of Supervision, Level II

Beginning with a brief review of the skills and concepts in FS I, this course expands and adds to the development of supervisors/managers utilizing tried and true management principles.

Prerequisite: Fundamentals of Supervision, Level I

Topics

- Supervising, managing, organizing and delegating
- Planning, goal setting and time management
- Communicating instructions and interviewing
- Motivating employees and yourself
- Controlling situations, problem solving and decision making
- Team building
- Health and safety issues

Fee

\$380 Members
\$430 Non-members



Interpersonal Communication Skills

Learning by doing, this course provides key elements of effective communication and techniques to clarify communication within your workforce, supervisors, and management.

Topics

- Common methods of communication
- Role of communication in effective motivation
- Understanding individual and group structure
- Communication through feedback and active listening
- Effective communication when training/ conducting meetings
- Communicating with difficult people

Fee

\$380 Members
\$430 Non-members



Psychology for Supervisors

Provides supervisors and human resource managers with an overview of the theories dealing with and understanding employee attitudes and motivation in the workplace. Participants are challenged to take their leadership skills to a higher level by understanding different behavior styles and developing skills to manage individual and team responses to events in the workplace.

Topics

- The role of the supervisor
- Behavior profiles
- Psychology on the job and problem solving
- Leadership, communication, training and group dynamics
- Career development

Fee

\$380 Members
\$430 Non-members



ELECTIVES FOR SUPERVISOR CERTIFICATE

Intro to Written Communications

Focuses on the process of effectively communicating in writing for business situations. A portion of this course is dedicated to communicating effectively using email.

Topics

- Purpose/types of business writing
- Planning your writing
- Challenges faced in business writing
- Organizing your written documents
- Constructing sentences and paragraphs, punctuation and grammar
- Drafting, editing and revising process
- Email etiquette

Fee

\$325 Members
\$375 Non-Members



Supervisor and Discipline

Participants will focus on positive discipline tools consisting of training, correcting, molding, reinforcing, and teaching. This course is valuable to supervisors and managers at any time and produces immediate results if taken after completion of Fundamentals of Supervision, Levels I and II.

Topics

- Importance of the supervisor
- What is good discipline
- Hiring good employees
- Training new employees
- Communicating with employees
- Administering discipline
- Keeping written records

Fee

\$380 Members
\$430 Non-members



Train to Retain

Designed to address the challenges a supervisor faces today in orienting, communicating, training, motivating, and leading employees who face personal and social barriers. Focuses on identifying and understanding individual employee needs to help them be productive in the workplace.

Topics

- Diversity in the workplace and obstacles to the learning process
- Hiring, orienting and motivating new employees
- Why employees do not do what they are supposed to do
- Communication coaching and feedback
- Legal considerations

Fee

\$275 Members
\$325 Non-members



The Supervisor's Role in On-the-Job Training

Your company can have more skilled workers, less employee turnover, and fewer labor problems with good on-the-job training techniques. For a company to succeed in training employees, its program must be well organized and staffed with on-the-job trainers.

This course will provide supervisors, human resource managers, training managers and those responsible for training employees with practical knowledge for organizing and managing effective on-the-job training.

There will be extensive discussion on how to plan your training, when to out-source, and qualities needed to become a good trainer, as well as demonstrations of training techniques that produce effective results and how to measure them against the objectives.

Topics

- The art of training—motivations, task difficulty, trainee dependence
- Selecting and preparing course objectives
- Development of materials
- Measuring and evaluating results

Fee

\$325 Members
\$375 Non-members



MANUFACTURING

The Chamber's Center for Business Excellence (CBE) offers a variety of training targeted to specific manufacturing trends and industry standards.



CERTIFICATE OFFERINGS

OSHA 10 Hour

OSHA 30 Hour

Lead Worker

Total Compliance

OSHA 10–Hour Safety Course

The OSHA 10–hour program is designed for both manufacturing and general industry personnel to gain skills to comply with OSHA’s General Industry Standards, avoid costly fines and develop employee training programs that fulfill OSHA requirements. Rights and responsibilities under the OSH Act, as well as the various key components of frequently cited standards are addressed in depth.

Fee

\$395 Members
\$445 Non–members

Topics

- Introduction to the OSHA Employer and Employee Rights and Responsibilities
- Recordkeeping
- Inspections, Citations and Penalties
- WebSite and Available Resources
- Walking and Working Surfaces
- Exit Routes, Emergency Action Plans, Fire Prevention Plans and Fire Protection
- Electrical
- Personal Protective Equipment
- Hazard Communication
- Machine Guarding
- Materials Handling, Including Powered Industrial Trucks
- Ergonomics–Back Safety

Attendees who complete the program will receive a course completion card from the OSHA Training Institute in Chicago.



OSHA 30 Hour

This 30–hour course will help you gain an in–depth understanding of OSHA’s General Industry Standards, avoid costly fines and develop employee training programs that fulfill OSHA requirements. Attendees who complete the program will receive a course completion card from the OSHA Training Institute in Chicago.

Fee

\$ 945 Members
\$ 995 Non–members

Topics

- Introduction to the OSHA Employer and Employee Rights and Responsibilities
- Recordkeeping
- Inspections, Citations and Penalties, WebSite and Available Resources
- Walking and Working Surfaces
- Exit Routes, Emergency Action Plans, Fire Prevention Plans and Fire Protection
- Electrical
- Personal Protective Equipment
- Materials Handling
- Hazard Communication
- Hazardous Materials (Flammable and Combustible Liquids, Spray Finishing, Compressed Gases, Dipping and Coating Operations)
- LockOut/TagOut
- Welding, Cutting and Brazing
- Intro to Industrial Hygiene
- Machine Guarding
- Fall Protection
- Permit–Required Confined Space
- Ergonomics, Lifting and Back Safety
- Powered Industrial Vehicles–Including Cranes
- Bloodborne Pathogens
- Safety and Health Programs

Attendees who complete the program will receive a course completion card from the OSHA Training Institute in Chicago.



Total Compliance

Total Compliance is designed for any employee exposed to hazardous substances, including hazardous waste, or who ships and/or receives hazardous materials.

These employees may be subject to the mandatory requirements set forth by the Occupational Safety and Health Administration (OSHA), the Environmental Protection Agency (EPA) Resource Conservation and Recovery Act (RCRA), and the U. S. Department of Transportation (DOT).

This training is unique because it covers the mandatory requirements for OSHA, RCRA and the DOT in one course. This comprehensive course teaches your employees how to perform their jobs in a safe and compliant manner and fulfills the following regulatory requirements.

Topics

Hazard Communication Training (OSHA 29 CFR 1910.1200)

Hazwoper Training (OSHA 29 CFR 1910.120)

Hazardous Waste Generator Training (EPA 40 CFR 265.16)

DOT Hazardous Materials Training (DOT 49 CFR 172.704)

Fee

\$500 members

Lead Worker

The Lead Worker Certificate provides a Lead Worker with the effective tools necessary to implement and understand the required skills needed to accept their role, their responsibilities to management and peer workers.

Topics

Team Lead Level One

- Introduction and expectations of a Team Lead
- Understand your responsibility and authority levels
- What has changed: Yesterday versus Today
- Definition of a good leader
- Your sources of power and authority

Team Lead Level Two

- Characteristics of a good coach
- Examples of productive feedback
- Foundations of teamwork
- Communication & listening
- Safety considerations

Communicating UP

- Understand the importance of framing all communication with management in terms of their self interest
- Clearly link your objective with facts that support your goals
- Move conversation towards agreement and focus on benefits to be gained
- Clearly and concisely restate decisions met with your manager to insure mutually acceptance

Improving Work Habits

- Distinguish between job performance and work habits
- Understand the importance of dealing with unsatisfactory work habits quickly to avoid disciplinary action
- Learn to explain clearly and specifically the nature of unsatisfactory work habits, focusing on behavior not personality or attitude
- Learn how to gain a team members commitment and acceptance of their responsibility and accountability

Conflict and Resolutions

- Understand the difference: is conflict useful or damaging?
- Learn how to positively influence difficult behavior
- Demonstrate how to conduct a conflict resolution meeting

Business Reporting Skills

- Identify the criteria needed for effective business reporting
- Develop a writing plan
- Use language that communicates clearly
- Short and to the point—concise messages

Fee

\$610 per person

