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California State University, Fresno

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 **Division of Continuing and Global Education**
California State University, Fresno



Certificate Award in

Supervisory Skills Training: Increasing Individual Effectiveness and Impacting Organizational Results

FALL 2009

Division of Continuing and Global Education
Extension Programs Office
California State University, Fresno
www.csufresno.edu/cge • cgeinfo@csufresno.edu
(559) 278-0333

Supervisory Skills Training

This dynamic learning series, presented by experts from the Craig School of Business faculty, will strengthen your supervisory skills for your own professional development while improving results for your company or organization.

In today's complex business environment, the role of the supervisor is increasingly important in ensuring results, managing resources, balancing budget issues, and inspiring and coaching others. The knowledge, skills, and competencies of supervisors directly impact the performance of a unit, line, division and/or organization.

This six-part series is tailor-made to meet the needs of today's business environment. Sessions are designed to increase the effectiveness of front-line supervisors and managers—those new to the role, those needing a “refresher” in the core skills, those recently promoted from a technical role to a supervisory role, and others in the organization interested in acquiring and/or refining their supervision skills.

Enrollment is for the entire series; registration for individual class sessions is not available.

Classes will meet on six consecutive Fridays from 8 – 11 a.m. The course fee of \$595 includes a continental breakfast each day and all course materials. A Certificate in Supervisory Skills will be awarded to each participant who completes all six courses in the program.

Dates: 6 Fridays, Sept. 18 – Oct. 30,
8 – 11 a.m. (no class 10/16)

Place: University Business Center, Room 194
(Free parking is provided in the UBC parking lot which is located between parking lots A and J)

Class No. 77347

Units: Non-credit

Fee: \$595 (for all six courses); \$60 additional fee for one optional academic unit

Preregistration recommended by September 8.

The Role of Supervisor

This course provides a clear definition of the role of a supervisor, including recognition of the shift in emphasis from doing to directing. A perceptual framework is presented to guide actions, evaluate performance, and orient study.

Date: September 18, 8 – 11 a.m.

Instructor: Laurie Taylor-Hamm earned her MBA with an emphasis in Organizational Behavior and Leadership from California State University, Fresno. She participated in the Craig School of Business Honors Program and earned the Reighard MBA Award of Excellence from the Craig School of Business.

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Supervisory Skills Training

This registration form may be duplicated as needed.

Certificate Award in Supervisory Skills Training – Fall 2009

Delegation and Team Building

Motivate and gain the commitment of associates through sharing authority. Participants will learn what, when, and to whom to delegate. This course will address the factors that distinguish successful teams from unsuccessful ones and outline strategies to transform a group of individuals into a dedicated and cohesive team.

Date: September 25, 8 – 11 a.m.

Instructor: Debbie Young, M.B.A., is a faculty member in the Management Department and directs the internship program for the Craig School of Business at California State University, Fresno.

Fairness in Management

How can you manage employees fairly and consistently? You will learn about the importance of fairness, the different ways that employees evaluate fairness, and the main managerial approaches for creating and maintaining fairness in the workplace.

Date: October 2, 8 – 11 a.m.

Instructor: Julie Olson-Buchanan, M.A., Ph.D., is a professor and chair of the Management Department in the Craig School of Business at California State University, Fresno.

Communication Skills and Conflict Resolution

This course will focus on the “anatomy” of communication. What are the elements included in the process of communication—is it two-way, and is it more than words? What are common communication barriers: language, perception, emotion, organization structure? Participants will learn how to respond quickly and effectively to conflicts as they occur, how to turn conflict into constructive forces for improving organizational performance, how to recognize structural and interpersonal conflicts, and how to achieve win-win resolutions.

Date: October 9, 8 – 11 a.m.

Instructor: Jim Schmidtke, Ph.D., is a professor in the Management Department in the Craig School of Business at California State University, Fresno.

Employee Selection and Employment Law

Recruitment, interviewing, promotion and termination decisions are complex under employment law in California. Supervisors/managers must be well informed to avoid costly mistakes and to ensure sound employment practices. This session deals with the up-to-date issues supervisors must know. Cases and other participatory methods are used to teach and practice employment law concepts.

Date: October 23, 8 – 11 a.m.

Instructor: Ida Jones, J.D., is currently a Professor in the Craig School of Business at California State University, Fresno. In 2006, Professor Jones received the Technology in Education Award, awarded by the Provost at Fresno State.

Time Management

Realize one extra week every year by saving 15 minutes a day! Learn techniques and skills that can efficiently manage those activities that consume your time. Emphasis is placed on the supervisory functions of planning, organizing, and staffing and such techniques as proper telephone utilization, handling paperwork, and avoiding procrastination and interruptions.

Date: October 30, 8 – 11 a.m.

Instructor: Debbie Young, M.B.A. (*see Delegation and Team Building*)

Name _____

Social Security/CSUF ID Number _____

Birthdate _____

Address _____

City/State/Zip _____

Phone: Day _____ Eve. _____

Email Address _____

Organization _____

Fee: \$595 (for all six courses) – Class No. 77347

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