



## TRAINING & DEVELOPMENT CLASS SCHEDULE

### MARCH – MAY 2011

#### Supervisor Training for Supervisors

Duration: 2 days

Audience: *Supervisors*

March 8-9

Prerequisites:

This class presents the basic information needed by supervisors to perform their duties efficiently and effectively. Topics include employment law, documentation, trust, performance management and conflict resolution.

#### Making Meetings Work

Duration: 8:00 am-12:00 pm

Audience: *All employees*

March 29

Prerequisites: *None*

We've all attended unproductive, time consuming meetings. Learn how to make meetings efficient, productive, and relatively pain free whether you are the meeting organizer or a meeting participant.

#### Problem Solving & Decision Making

Duration: 8:00 am-12:00pm

Audience: *All employees*

April 12

Prerequisites: *None*

Problem solving and decision making techniques.

#### Fundamentals of Communication

Duration: 1 day

Audience: *All employees*

April 26

Prerequisites: *None*

This course covers the fundamentals of effective communication. The roles, responsibilities and skills of the speaker and listener are examined. Basic communication skills such as active listening and speaking with clarity are developed with activities that allow participants to experience and practice those skills.

#### Critical Conversations; Vital Skills for Communication

Duration: 2 days

Audience: *All employees*

May 10-11

Prerequisites: *Fund. of Communication*

This course explores the role that participants play in both effective and ineffective communication. Participants will learn to recognize unhealthy patterns of communication, their own role in creating them and how to overcome them. Skills to reverse the negative effects of conflict will be taught through scenarios, role play and introspection.

Note: *Please consult with HRD before allowing two employees in conflict to attend the same session*

#### Hiring the Right Person

Duration: 1 day

Audience: *Supervisors & Managers*

May 25

Prerequisites: *None*

This course is dedicated to helping supervisors and managers identify the best candidates for the job. Explore the difference between competencies and essential functions. Uncover an applicant's abilities and weaknesses through a simulated interview.