

Supervisory Training

Grow your talent, grow your business.

\$250 per person

(Company discount for more than one attendee, **\$225 per person**)

2 Full-Day Workshops

8:30 a.m. - 5:00 p.m.

Session 101

Thursday, November 14

Session 201

Thursday, November 21

Sessions Location

Legends Casino Hotel
Yakama River Room
580 Fort Road
Toppenish, WA 98948

**Register early!
Classes fill up
quickly!**

For more information or to register, contact Martin Valadez at (509) 865-8624 or valadez_m@heritage.edu.

Participants will:

- Increase their interpersonal skills
- Learn to supervise more effectively
- Learn how to deal with difficult people and improve productivity



Diana Welch brings her popular supervisory training program back to the Yakima Valley for this two-day workshop. Through this course, participants will learn how to improve performance and communication skills, as well as how to increase productivity and morale. This highly-interactive workshop teaches specific skills to help your employees become more effective.

SESSION 101: THE STARTING POINT FOR MANAGING AND LEADING

- Best behaviors for managers
- Leadership skill building exercise
- Communication skill building
- Motivating employees
- Training and developing new employees
- Performance coaching skill building

SESSION 201: HANDLING CHALLENGES AND DIFFICULT EMPLOYEE ISSUES

- Moving from peer to supervisor: 12 actions for success
- Having difficult conversations
- Dealing with difficult employees
- Time management skill building
- Resolving employee conflicts
- Balancing roles and responsibilities
- Employee discipline
- Practice problem solving

Presented in partnership with

**Yakima County
Development Association**
CHOOSE YAKIMA VALLEY

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Workforce Training and Education
for the Yakima Valley

A division of Heritage University.