

Fundamentals of Supervision



Course Number:	MTS NC 151	Scheduled Sessions:
Cost Per Person:	\$40 Participating Agency, \$188/Non-Participating	9/17/19
Eligibility:	Managers & Supervisors	12/10/19
Instructor:	Carol Tripp	3/25/20
Length:	8:30 am – 4:30 pm	6/8/20
Certificate Series:	Leadership Development Certificate	
Location:	Des Moines, Hoover State Office Building, Level A	

Overview:

This course, designed for new managers and supervisors, focuses on methods of supporting and directing employees. The course focuses on the characteristics of responsible leadership, motivation theory, and conflict management. Participants will gain awareness of essential functions, as well as supervisory tools and resources.

Objectives:

- Identify the differences between thinking like a supervisor and thinking like a non-supervisor
- Identify qualities of an effective leader
- Identify methods of delegating
- Identify what motivates employees
- Learn about effective feedback and coaching
- Manage conflict effectively
- Understand the reality of being a supervisor
- Gain awareness of supervisory tools and resources