



Palmetto
Business
Group, Inc.

EXCELLING AS A SUPERVISOR

Supervisory Skills for New and Experienced Supervisors

*March 1, 2012 / Holiday Inn Express / 7329 Garners Ferry Road
Columbia, SC 29209*

This powerful and comprehensive training program will teach your supervisors techniques that will make them more effective, efficient, and productive. They will learn in a logical and interesting manner practical procedures and techniques they can apply to everyday work situations. Each participant will receive a detailed workbook that will also serve as a vital reference back on the job.

Supervisors Will Learn to:

- ◆ More effectively manage the performance of their employees and work groups.
- ◆ Communicate more effectively.
- ◆ Solve people problems and deal with difficult people.
- ◆ Develop plans and set goals for organizational success.
- ◆ Gain the respect and confidence of their boss, peers, and employees.

Topics to be Addressed in this Course:

Responsibilities of management	Performance management
Role of the supervisor	Delegation
Knowing your employees	Dealing with difficult people
Essential qualities of a good supervisor	Employee involvement
Managing change	Effective use of discipline
Creative problem solving	Communicating more effectively
Trouble spots you can control	Effective leadership styles
Good supervisory practices	Team-building
Structuring expectations	Leading vs. managing

What Previous Attendees Are Saying:

- “I loved it. It was fun and enlightening. Would like to see more of these. I feel I have more skills to use as a manager.”
- “Outstanding. It helped me see my faults as a supervisor and showed me the proper way to handle people and problems.”
- “Great helpful tips, visual aids, great take-home information. Wonderful, enjoyed the whole program.”
- “I loved it. I learned a lot about people, myself, and tools I can use. I see how things I overlooked impact everything I do.”
- “I learned a great deal that will help me be a better supervisor. The material was very interesting and held my attention.”
- “This is very informative and realistic course. I have truly enjoyed it and plan to use what I learned as much as possible.”

Your satisfaction is guaranteed! If you are not 100% satisfied with this program, we will refund your entire registration fee! No questions asked!

This training program can be customized to meet your company’s specific needs and delivered in-house. If you have an interest in conducting this program for your management team in-house, call us at (803) 252-4411.

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March 1, 2012

Registration Information

Please register by mail, phone, or fax prior to the actual date of the workshop to ensure sufficient materials. The fee for this course includes all instructional materials and handouts, a continental breakfast and breaks. Lunch is on your own. Registration begins at 8:30 am. The workshop starts at 9:00 am and will end by 4:00 pm.

Please print the names of those attending in the spaces provided below:

City: _____

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

Billing Information

Name of person to be billed: _____ Title: _____

Company: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

Registration Fee

\$149 Per Person; Only \$125 per person for groups of 5 or more from the same organization

Please make checks payable to *Palmetto Business Group, Inc.*

Enclosed is our check for \$ _____ Bill our company \$ _____

Three Easy Ways to Register

Phone: (803) 252-4411

Fax: (803) 252-3080

Mail: PO Box 11474
Columbia, SC 29211

