

SUPERVISORY TRAINING

DIANA AND THIS TRAINING RECEIVE RAVE REVIEWS FROM PARTICIPANTS

WHEN: All sessions are from 8:30 to 4:30
April 25 and 26, 2017

WHERE: Yakima Arboretum
1401 Arboretum Drive, Yakima WA 98901

REGISTER: Class sizes are limited and they typically fill quickly
Call – Diana at 509-833-4770 or
Email – diana@hrmsnw.com
with questions or to reserve your seat.

COST: \$225 per person, including lunch both
days, beverages and snacks

Diana Welch, SPHR
Human Resources
&
Management Solutions

Diana is the lead consultant and owner of HRMS and has over 30 years of human resource executive experience. She brings a direct approach to resolving complex human resource issues. Diana has a wide variety of experience including health care, government, manufacturing, non-profits, and agricultural industries.

For more on Diana visit
See back page for more detailed information.

The Supervisor training sessions target lead workers, newly promoted supervisors, human resources and experienced managers in all departments.

Improving supervisor performance not only helps improve productivity and morale, but here are three other reasons to join us in these trainings:

- **Our training is highly interactive** and due to Diana's abilities, it is not a tedious routine training. It is lively, specific to your needs, includes group practice, goal setting and personal reflection.
- Participants will learn day-to-day, as well as long term skills for effective supervision.
- You will learn how to communicate and deal with difficult people, improve work habits and deal effectively with some of the tough issues such as poor attitude, lack of motivation and mistakes.

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SUPERVISORY TRAINING

Day 1 – THE STARTING POINT FOR MANAGING & LEADING

- ✓ Identify and learn about a manager's best behaviors
- ✓ Rate your leadership skills, select four skills and set goals to improve in those areas
- ✓ Discuss how you want to treat employees
- ✓ Learn about communications, right people, right attitude, right communication tool, right time and detail
- ✓ Learn about the benefits and how to provide positive reinforcement recognition and thank you's
- ✓ Learn about training and developing new hires
- ✓ Learn to successfully apply performance coaching

DAY 2 – HANDLING CHALLENGES AND DIFFICULT EMPLOYEE ISSUES

- ✓ Learn twelve actions to be successful when going from peer to supervisor
- ✓ Learn how to successfully have tough talks
- ✓ Learn and practice dealing with difficult employees
- ✓ Learn about separating facts from stories
- ✓ Learn about managing your time
- ✓ Learn about working with the generations
- ✓ Learn to resolve employee conflicts
- ✓ Understand that you are in-charge of your attitude
- ✓ Know and balance your roles and responsibilities
- ✓ Learn and practice how to use progressive discipline
- ✓ Learn and practice problem solving



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