



human resources & management
SOLUTIONS

TWO-DAY SUPERVISOR TRAINING

THE TOOLS TO BECOME A SUCCESSFUL SUPERVISOR

- Increase your communication skills
- Learn to supervise more effectively
- Learn how to deal with difficult people

REGISTER AT [HRMSNW.COM](https://hrmsnw.com)

This program is excellent for both first-time supervisors and seasoned professionals who want to enhance their skills.

UPCOMING SESSION:

- May 8th and 15th, 2024

A TRAINING IN PARTNERSHIP WITH

**Yakima County
Development Association**
CHOOSE YAKIMA VALLEY



WHAT TO EXPECT

This training is packed with information, discussions, self-assessments, guided role plays, and goal setting, so you can apply what you learned immediately.

DAY 1: THE STARTING POINT FOR MANAGING

- Discuss challenges with employees, why they happen, and discover solutions
- Learn to apply the best supervisor qualities to become the boss everyone wants to work for
- Uncover how to put the focus on employees
- Learn and practice how to communicate effectively
- Find out how to motivate employees, address disengaged employees, build trust, and build your team
- Understand and practice successfully coaching employees for continuous performance management

DAY 2: HANDLING CHALLENGES AND DIFFICULT EMPLOYEE ISSUES

- Be successful when going from a peer to a supervisor
- Gain the confidence to engage in tough talks
- Understand and practice dealing with difficult employees and problem behavior
- Identify your time management issues, improve how you delegate and manage your time
- Appreciate how to work with all the generations and a diverse workforce
- Learn when and how to resolve employee conflicts
- Uncover a variety of ways to problem solve, make decisions, and set SMART Goals

TWO-DAY TRAINING

IN-PERSON SESSIONS - \$349 PER PERSON*

May 8th and 15th, 2024

Lunch and beverages are provided.

OIC of Washington

815 Fruitvale Blvd., Yakima, WA 98901

(Training Center & Parking are located toward the back of property)

9am - 4pm



Diana Welch

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*Should covid restrictions occur the workshop will move to virtual format.