

## Core Workshops

### Supervisory Management 1

First-line managers need good leadership skills. Topics include: the transition to management, analyzing leadership styles, motivating employee performance, and discipline and work rules. Supervisory Management 1 is an excellent introductory course for new managers facing the challenges of leading a work group.

Instructor: [Bob Pecor, Coaching Forward, Eau Claire, WI](#)

- Tuesday & Wednesday, Sept. 29 & 30
- Wednesday & Thursday, Jan. 27 & 28, 2010

### Supervisory Management 2

Leadership development continues in four key areas: 1. Orienting people to your work unit; 2. Understanding your communication behaviors; 3. Managing time; and 4. Using delegation as a development tool. We build on the leadership skills learned in the first seminar and focus on maintaining a productive work group.

Instructor: [Scott Dickmeyer, UW-La Crosse](#)

- Wednesday & Thursday, Oct. 28 & 29
- Wednesday & Thursday, March 3 & 4, 2010

## Elective Workshops

### Professional Communications

Effective managers are good listeners, able to build and maintain productive relationships, work in teams, and effectively present ideas. Unfortunately, most managers are not effective communicators — the number one reason for employee turnover is working for a manager who is a poor communicator. Poor communication contributes to decreased productivity, lower employee morale, increased absenteeism, and decreased customer satisfaction. If you are not a good communicator, you probably should not be a supervisor/manager. Fortunately, good communicators are made, not born. Learn the keys to effectively communicate at work and within personal relationships.

Instructor: [Scott Dickmeyer, UW-La Crosse](#)

- Wednesday & Thursday, Sept. 23 & 24

### How to Influence — Positive Political Skills on the Job

Chances are that if you are not actively working at influencing those around you in a positive way you may be generating a negative perception. Knowing how to stay visible, while skillfully and positively navigating the landscape of organizational politics is essential to your success. Those who know and practice the fundamentals of influencing without direct authority will always be in a better position to excel. You do not always need formal position power to make a significant impact on people. It is not always the brightest or most talented who rise to the top. It is those who know how to inspire, influence and impact others in a positive way.

Instructor: [Chris Hinrichs, Chris Hinrichs & Associates, Madison, WI](#)

- Tuesday & Wednesday, Oct. 6 & 7

### Fundamentals of Project Management

Learn the benefits of project management, the project life cycle, and the nine project management knowledge areas. Participants will receive practical hands-on experience and real-world examples that can be applied immediately in their organizations. The workshop will also focus on project charter, project scope statement, work breakdown structure, responsibility assignment matrix, network diagrams and critical path calculations, scheduling, earned value techniques, lessons learned repositories, and risk identification.

Instructor: [Kay Wais, Successful Projects LLC](#)

- Wednesday & Thursday, Nov. 18 & 19

### People-Driven Efficiency

This workshop provides an introduction to process improvement, such as lean design and Six Sigma, and then shifts toward how organizations utilize process improvement to increase employee and customer satisfaction, decrease cost, and increase profit. Also learn how people within an organization play a vital role in the success of any process improvement including how managing people-driven efficiencies requires tact and skill. An organization cannot effectively improve processes without the buy-in, input, and involvement of those closest to the process. What can be done to increase the likelihood that process improvement is achieved and sustained?

Instructor: [Maggie McDermott, UW-La Crosse](#)

- Wednesday & Thursday, Nov. 4 & 5

### Supervisory Management 3

Communicating clear, specific expectations to your people is critical for operational effectiveness. Giving feedback during day-to-day coaching sessions as well as during formal performance reviews is an essential skill. We discuss why there is resistance to performance assessment, how to establish job expectations, and how to conduct productive coaching sessions.

Instructor: [Scott Dickmeyer, UW-La Crosse](#)

- Wednesday & Thursday, Dec. 9 & 10
- Wednesday & Thursday, April 28 & 29, 2010

### Maximizing Performance

If you are responsible for improving the performance of your work group, you will benefit by discussing performance issues with your peers from throughout the region. Small business owners and production supervisors will find this seminar very practical and the suggestions are readily implemented. People from health care, human services, banking, communication, engineering, utilities, construction, wholesale, retail, and manufacturing business settings have benefited from attending past sessions.

Instructor: [Bob Pecor, Coaching Forward, Eau Claire, WI](#)

- Wednesday & Thursday, Feb. 17 & 18, 2010

### Making the Most of Conflict

Conflict is inevitable and we have two choices when conflict arises: 1. Shy away and avoid it, or 2. Move into it and resolve it. Many people may not realize that by avoiding the fear and emotional tensions of conflict, they are increasing the amount and intensity of future conflicts. We can learn a lot about ourselves and others if we can develop the critical skills and self-regulation that can turn potential conflict into discovery, self-confidence, and increased personal power. Your skill and ability to communicate clearly and effectively while addressing conflict will be distinct factors in your future success. These skills are what separate star performers from the rest.

Instructor: [Chris Hinrichs, Chris Hinrichs & Associates, Madison, WI](#)

- Wednesday & Thursday, March 24 & 25, 2010

### Managing the Future

Four distinct generations are in the workforce at the same time for the first time in history. This makes effective communication a challenge and never more important. Many managers find it difficult to work with Generation Y workers, claiming these employees have no patience, believe everything is owed to them, are not loyal, and expect to be told how to do everything! Researchers believe that Generation Y is the most highly educated generation of workers in our history and their exposure to technology, diversity, and international travel make them the key to America's ability to remain competitive. This workshop will teach the qualities and motivations of the four generations in today's workforce and how to communicate effectively within the workplace.

Instructor: [Scott Dickmeyer, UW-La Crosse](#)

- Tuesday & Wednesday, May 25 & 26, 2010

Managers look for real-world discussions about issues that face work groups in a variety of settings and situations. That's why each of our workshops is led by an experienced trainer/facilitator who is an expert in the material being taught and possesses years of private sector experience. This perfect blend of education and experience makes our workshops practical and tactical for each participant. To register or for more information, please call 608.785.8783 or go to [www.uwlax.edu/sbdc/](http://www.uwlax.edu/sbdc/).



**Small Business Development Center**  
 University of Wisconsin-La Crosse  
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 La Crosse, WI 54601 USA

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Supervisory Management Certificate Program  
**Fall 2009 and Spring 2010 Registration Form**

Please enroll me in the following workshops:

workshop name \_\_\_\_\_ date \_\_\_\_\_ fee \_\_\_\_\_

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\_\_\_\_\_

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\_\_\_\_\_

Information is used to contact you about your registration and for future program announcements

name \_\_\_\_\_ company \_\_\_\_\_

address \_\_\_\_\_ city/state/ZIP \_\_\_\_\_

phone (area code+daytime number/evening number) \_\_\_\_\_ e-mail \_\_\_\_\_

Enclosed is my check or money order, payable to UW-L  
 Please charge to the following account:  MasterCard  VISA

card number \_\_\_\_\_ expires \_\_\_\_/\_\_\_\_/\_\_\_\_

cardholder's name \_\_\_\_\_

**Clip and mail to:** Small Business Development Center | UW-La Crosse  
 120 Wimberty Hall | 1725 State Street | La Crosse, WI 54601

**Register by phone:** 608.785.8783

**Register by fax:** 608.785.6919

**Register online:** [www.uwlax.edu/sbdc](http://www.uwlax.edu/sbdc)



Founded in part through a Cooperative Agreement with the U.S. Small Business Administration (SBA). The support given by the SBA does not constitute an expressed or implied endorsement of the opinions, products, or services of the Center. The Small Business Development Center is part of the UW-La Crosse College of Business Administration. We are also a partner in education with the University of Wisconsin-La Crosse. Requestable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Contact the SBDC at 608.785.8783 to make arrangements. A/E/C

**Transfer Fees**  
 Substitutes are welcome and may attend in your absence. Just call the UW-La Crosse SBDC and we will take care of everything for you. Walk-ins are welcome — please call 24-hours ahead to ensure space availability. If you wish to transfer your registration to another workshop, a \$50 transfer fee will be applied to each transfer.

**Refund Policy**  
 To receive a full refund, you must cancel no later than five (5) business days prior to the start of the program. Cancellations after this time will receive a refund, less a \$50 administrative fee. Please note: if you no-show or cancel the day of the program, you are responsible for the full program fee.

**Series Discount Fee**  
 \$1,125 per person to register for Supervisory Management 1, 2, and 3 in one 12-month period.

**Group Discount Fee**  
 \$375 per person per workshop for three to five people from the same firm to attend the same workshop.

**Save Money with Discounts**  
 Discounts save \$50 per person per seminar. Registrations must be received together to qualify for discounts.

**Fees, Location, and Times**  
 All workshops are \$425 unless you qualify for a group or series discount. The fee includes all materials, catered lunches, snacks, refreshments and parking permits. All workshops are held at the Cleary Alumni & Friends Center on the UW-La Crosse campus. Each two-day workshop begins at 8:30 a.m. and ends by 4 p.m.

- completion of Supervisory Management 1, 2 and 3 workshops
- completion of three specialized management workshops (program electives)
- up to five years to complete the six workshops

**Certificate Requirements:**  
 You may register for any seminar without participating in the certificate program.

**General Information**  
 The Supervisory Management Certificate Program is offered collaboratively by the UW-La Crosse and UW-Eau Claire Small Business Development Centers. Programs attended at either campus will count toward the completion of your Certificate. Additional information regarding each workshop can be found at [www.uwlax.edu/sbdc/](http://www.uwlax.edu/sbdc/).

Supervisory Management Certificate Program  
**General Information**

UNIVERSITY OF WISCONSIN-LA CROSSE

**Supervisory Management Certificate Program**

**Practical and tactical management training that will advance your career**

**Fall 2009 to Spring 2010**

