

# Dynamics of Supervision **2019-2020**

*Interactive; Role Playing: Case Studies; Group Discussion and Projects*



*Instructor Dr. Bob Peterson*

*45+ years of experience in training and consulting*

These seminars are designed for the newly promoted, the supervisor to be, or the experienced supervisor desiring to expand their "Tool Box" of skills. The presenter/trainer will visit each participant at their work-site. A plus is that participants will increase their self-awareness, self-esteem, confidence and assertiveness. **Each module is on Thursday from 9am to 12pm.**

**HCP185 DOS I    October 17, 24, 31, November 7, 14, 21    \$185.00**

Topics include: Roles and functions of a supervisor; transitioning from worker to supervisor; evolving from boss to coach; time management and effective delegating; motivating individuals and teams; providing exceptional quality customer service; developing the high performance work team...and more.

**HCP186 DOS II    January 9, 16, 23, 30 February 6, 13,    \$185.00**

Topics include: Improving your listening/communication skills; effective interviewing; managing the problem employee through corrective action and feedback; performance appraisal systems; HR laws that effect the workplace; problem solving...and more.

**HCP187 DOS III    February 27, March 5, 12, 19, 26, April 2,    \$185.00**

Topics include: Quality concepts; continuous improvement; workplace ethics; managing change; reducing stress in the workplace, preventing workplace violence...and more.

## Testimonial

*I just wanted to say how impressed I have been with the Dynamics of Supervision I, II and III that you run at FGCU. We have sent 6 or 7 of our management team to these courses and all have shown much better leadership roles in the months that followed. One of the comments I heard after the last course was how many connections our team members made that have been so useful to them. I look forward to sending more clients.*

Sue Randall, General Manager  
*Village Fish Market & Restaurant*

Certificates awarded at the successful completion of each series consisting of 18 contact hours.

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