



Special Topics in Supervisory Skills Program For DPW Foremen/Supervisors

“Special Topics in Supervisory Skills” Program for DPW Foremen/Supervisors

This is a 4 part virtual series (zoom format)

Registration for Session 1 of this series automatically registers you for all 4 days.

To participate in this series, you must commit to attending all 4 sessions

This is a highly interactive course so you must remain on camera and participate individually

Session 1, May 4, 2022, Session 2, May 11, 2022,

Session 3, May 18, 2022 and Session 4, May 25, 2022

1:00 p.m. – 2:30 p.m. (each session)

Pittsfield



This is a 4- part
virtual training
series for DPW
Foremen/
Supervisors. MIIA
**Rewards credit
will only be**

awarded for participation in the entire series.

Registration for session one will automatically register you for all 5 sessions. These sessions are very interactive so in order to receive a training certificate, all participants must remain on camera



Rockie Blunt

Rockie Blunt, EdD, president of Blunt Consulting Group, has built a reputation as a dynamic presenter and skillful facilitator. The cornerstone of his approach is establishing a comfortable, supportive atmosphere in which his clients develop self-confidence and enhance their capacity to learn. Rockie's approach is summed up this way: “I don't teach people. I help them learn.”

He has a bachelor's degree from Yale University, a master's from Clark University, and a doctorate in Human Resource Education from Boston University.

SESSION ONE: TRANSITIONING TO A SUPERVISORY POSITION

- Transitioning to foreman or supervisor

- Stages of skill development
 - Supervising former co-workers
 - Developing self-confidence
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SESSION TWO: ESTABLISHING ROLES AND RESPONSIBILITIES

- Clarifying roles, responsibilities and expectations
 - Decision-making styles
 - Establishing credibility and trust
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SESSION THREE: SUPERVISORY COMMUNICATION SKILLS

- Effective listening skills
 - Communicating up, down and across your department
 - Good news, bad news and persuasive communication
 - Leadership communication
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SESSION FOUR: DEALING WITH CHALLENGING EMPLOYEES

- Following a problem-solving method
 - Dealing with challenging employees
 - Having difficult conversations
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