



JUMP START for Supervisors and Managers

“People leave managers, not companies”
“Talent is the multiplier. The more energy and attention you invest in it, the greater the yield. The time you spend with your best is, quite simply, your most productive time.”

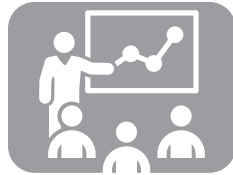
– **Marcus Buckingham, First, Break All the Rules: What the World’s Greatest Managers Do Differently**

In-Person Classroom Sessions

Tuesdays • 10 am-Noon
Sep 21-Nov 16

- Full Series: \$285
- Individual sessions: \$35 each

All print handouts are included, with a three-ring binder and dividers for series attendees.



ZOOM Option

Mondays • 1-3 pm
Oct 18-Dec 13

Full Series ONLY: \$285

Handouts are sent by email weekly and recordings are available for one week following each session. Application activities are tailored for Zoom and all students are asked to fully participate in break-out session discussions.



Topic Descriptions

Transition to Supervising

Classroom: Sep 21 @ 10am-Noon Zoom: Oct 18 @ 1-3pm

Lay the groundwork for supervisory success by exploring different management styles, setting appropriate expectations and learning four habits that make a great “boss.”

Communication Tools

Classroom: Sep 28 @ 10am-Noon Zoom: Oct 25 @ 1-3pm

Learn how processing styles impact communication, practice listening and asking questions effectively, and understand the keys to talking like a performance coach.

Keys to Conflict Management

Classroom: Oct 5 @ 10am-Noon Zoom: Nov 1 @ 1-3pm

Discuss key elements of conflict resolution and consider multiple techniques for guiding contentious situations to positive outcomes.

A Culture of Accountability

Classroom: Oct 12 @ 10am-Noon Zoom: Nov 8 @ 1-3pm

Lead with accountability to clarify goals, establish expectations, build confidence and achieve your desired results.

Performance Coaching

Classroom: Oct 19 @ 10am-Noon Zoom: Nov 15 @ 1-3pm

Provide faster and more positive feedback to enhance employee skills and help them meet performance goals while finding their work rewarding and respecting you.

Time Management

Classroom: Oct 26 @ 10am-Noon Zoom: Nov 22 @ 1-3pm

Focus on strategies to maximize your work time to feel productive and reduce stress - including the art of delegation and recognizing time drains.

Taking Charge of Change

Classroom: Nov 2 @ 10am-Noon Zoom: Nov 29 @ 1-3pm

By understanding typical human reactions to change, you can reduce misunderstandings and anxiety, help employees accept changes more quickly and minimize decreased productivity.

Creating Strong Teams

Classroom: Nov 9 @ 10am-Noon Zoom: Dec 6 @ 1-3pm

Focus on steps you can take to help the members of your team connect with each other and work more productively together.

Developing a Leadership Mindset

Classroom: Nov 16 @ 10am-Noon Zoom: Dec 13 @ 1-3pm

Broaden your perspective on how to create strategy, keep yourself sharp and visualize a profitable future for your organization.

Allison McCarthy brings to her instruction a powerful combination of high energy and practical tools, with overwhelmingly rave reviews, both through her business and as an adjunct faculty instructor for the FVCC Continuing Education Center. Allison began her career working for several large corporations in a variety of leadership positions. Since 1995, she has been running her own management and computer training business, having effectively instructed thousands of people on technical computer, interpersonal and management skills.