Developing Supervisory Leadership

Sponsored by the Goshen College Center for Business and Entrepreneurial Education

Enroll now! Classes begin Sept 20, 2016

Registration form

Register by Sept. 13, 2016: Part 1

Name: ____________________________________________________________
Name: ____________________________________________________________
Name: ____________________________________________________________
Organization: ______________________________________________________
Address: __________________________________________________________
City: ______________________________________________________________
State/ZIP: _________________________________________________________
Email: ____________________________________________________________
Work phone: _______________________________________________________
Fax: ______________________________________________________________
Check enclosed for $ _______________________________________________
P.O. # ____________________________________________________________

Registration information

Course fee for each part: $300 per person, or $275 per person if three or more from the same company register together. Payable to Goshen College. Fee includes all study materials.

Continuing education credits earned for each part: 1.2 CEUs.

To register (three options):
1. Call (574) 535-7555. Credit cards accepted.
2. www.goshen.edu/business/registration
3. Mail registration form and check to:
   CBEE
   Goshen College
   1700 S. Main St.
   Goshen, IN 46526

In-company presentations and training programs are available. Please contact Jonathan Geiser, business development director, (574) 535-7135.
Developing Supervisory Leadership

Classes: 3:30 - 5:15 p.m.
Newcomer Center, Goshen College


If you are a newly appointed supervisor or if you have had years of supervisory leadership experience and just want to sharpen your skills, you will want to participate in this special class. You will meet with other supervisors to learn how to improve leadership skills and enhance your application of sound principles to build relationship with your superiors, your peers and your people.

As a supervisor, your primary concern is building human relationships by leading your work group, department, division or company to accomplish the mission, vision, goals and objectives. This must be done by understanding the human dynamics of organizations and then applying the functions and principles of management to daily operations. The most challenging and difficult aspect of your position is the consistent application of sound principles to build relationship with your superiors, your peers and your people.

Course outline

These sessions focus on principles supervisors must understand to contribute to organizational success. They answer, “What must we know?”

Introduction

Origin of the Enterprise: Why are organizations formed and how do their belief systems and values contribute to the attainment of their mission, vision, goals and objectives?

Functions and Principles of Management: How does goal setting, planning, organizing, leading and controlling in everything lead to success at work and at home?

The Organization: Why and how do effective leaders organize materials, equipment, space and people to create synergy?

The Art and Science of Leadership: Leadership is rooted in character. One must “live” and “sell” the philosophy, mission, vision, goals and objectives, policies and procedures through effective communication.

Controlling Safety, Quality and Productivity: Profits flow from continuous improvement in safety, quality and productivity. How is effectiveness in each area measured and achieved?

Business Simulation – My Department is my Company: Participants are led on a guided tour of their area as if it were an independent business to answer the question, “If this were my capital at risk, could I afford to continue to operate as I do? What changes are needed?”

Part 2: Feb. 21 - Mar. 28, 2017

Part 2 deals with the specific techniques that leaders use to develop and maintain the competence and commitment of people. Now that we know what must we do to improve safety, quality and productivity?

Motivation: The drive to satisfy our needs comes from within. Supervisors must learn to build relationship to focus the drive of others to reach organizational goals through team work.

Training and Education: Employees will learn whether they are taught properly or not. Supervisors must establish goals and use proven methods to teach more than the job itself.

Counseling: What are the four categories of complaints? How can they be identified and dealt with? When can a supervisor counsel effectively, and when must he refer?

Appraisal: How does one appraise performance and behavior effectively? What are the methods that work?

Discipline: Dealing with negative behavior is a challenge. How does one work with people to eliminate the problem while developing the employee? What if you fail? What are the danger areas you must avoid to protect your employer from legal action?

Career Planning: How does one develop and achieve career goals? Self evaluation, organizational savvy and continuous personal development are examined.

Who should attend:
The program is appropriate for newly appointed supervisors of non-management employees, experienced supervisors wanting to update and sharpen their skill, and the managers to whom they report.

More than 400 Elkhart County organizations have benefited from Goshen College Management Development Programs, including: NIBCO, Berry Plastics, Veda Industries, Gunite, Mid-City Supply, NoBi Corp., Omega National, KMC Controls, Yoder Department Store, Plastic Components, RSM McGladrey, Shrock Homes, Stotico, Welland Design, The Papers, KemKrest, Flair Interiors, Jessen Mfg., Aluminum Trailer, Challenger Door, Kountry Wood Products, Newmar Corporation and several community service organizations.

Instructor:
Dave Bontrager is a human resources manager and consultant with over 30 years of management experience. He started as an hourly employee in foundries and machine shops before moving into supervision and human resources. He is a graduate of Hanover College (B.A.) and Ball State University (M.A.). He has taught management courses for Purdue University, Goshen College, Ivy Tech and Indiana Tech as well as for a number of area companies.