

ADVANCED

Successful Supervision

Fall 2019

*Moving to
the Next Level*

Graduates of Cargas' **Successful Supervision** core course learned how to serve as performance coaches for their team members. They built a solid foundation in managing performance. Cargas is now offering a follow-up course to expand these skills. This series of advanced classes has been designed on request of *SucSup* participants, using their suggestions for content and focus. The pilot Advanced Course will be presented this Fall. Once again the course will be taught by Dr. TJ Titcomb, with her unique style that emphasizes interaction, positive skill building and abundant humor. We anticipate a strong response to this course, so please register early.

CLASS 1: **Building the Workforce**

Mon, Oct 21
8:00 - 12:00

review and update team needs – recruit and screen applicants – prepare for the interview – ensure all questions are legal and appropriate – define behaviors that demonstrate Values Fit – develop behavior-based interview questions – anticipate answers and identify desired responses – structure the interview – evaluate the candidates – assess for skill and spark – welcome the new team member – develop staff as part of succession planning – help the team manage conflict

CLASS 2: **Managing the Workload**

Mon, Nov 4
8:00 - 12:00

identify personal time bandits – organize responsibilities with Covey's Four Quadrants – use the Importance Paradigm to overcome Urgency Addiction – recognize the illusion of multi-tasking – clarify priorities to decide what, when and how to manage time and tasks – determine tools to fit personal style – fight paper and e-pollution – choose when to say no – delegate appropriately – make effective decisions – facilitate productive meetings – define and conquer obstacles

CLASS 3: **Developing the Workplace**

Mon, Nov 18
8:00 - 12:00

expand role and capabilities to advance the organization – sharpen critical thinking skills – recognize how the brain plays tricks – beware sneaky Mind Traps – use systems thinking to see the big picture – look for patterns and recurring issues – explore the Five Why's to get root causes – fight "one right" thinking – work collaboratively to solve system problems – develop strategic plans – translate strategic goals into specific actions

The classes will be held
at the NEW **Cargas** building
101 North Queen in Lancaster



Tuition for the 12-hour course is \$600.

with a \$50 discount on each registration for
multiple attendees from the same organization



→ register online at www.cargas.com/events or email tjtitcomb@cargas.com