

ADVANCED

Successful Supervision

Winter 2020

*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. 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 **Advanced Successful Supervision**, so please register early.

CLASS 1: **Building the Workforce**

Wed, Jan 8
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 – understand common group dynamics and the behavior of people in packs – help the team manage conflict

CLASS 2: **Mastering the Workload**

Wed, Jan 22
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**

Wed, Feb 5
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

*** SNOW DATE** - if weather causes a cancelled class,
the makeup date is February 12

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
Parking passes are provided so parking
will be free at Prince St or Duke St garages

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