



# The **COMPLETE COURSE** on How to **SUPERVISE** **PEOPLE**

**FOR THE PUBLIC SECTOR**

**Attend and you'll learn how to ...**

- Establish your credibility as a supervisor
- Staff effectively – learn how to recruit, interview, and hire
- Train employees correctly so they understand how to do their jobs
- Delegate with confidence so the job will get done right
- Manage your time and projects more effectively
- Give clear, on-target instructions, feedback, and constructive criticism
- Get your people to work collaboratively as a team
- Nurture high performers and handle underperformers effectively

**See page 4 for course outline.**

# Fresh Ideas. Proven Techniques. An Unbelievable Day of Supervision Mastery!

Supervisors face high-pressure challenges to do more with less. Public sector managers have to meet more difficult challenges because they often reside in the public eye. Your leadership structures might even include elected officials. City, county, federal, and other municipalities bring different levels of complexity to the role of the leader.

The stakes get higher, resources become slimmer, and employees become more dissatisfied. It's the supervisor's job to overcome these challenges by building a team that meets goals, pleases customers, and rises to the occasion of difficult challenges. This training gives your supervisors the building blocks to create a team that works within the structure of the public sector while meeting deadlines, goals, and quotas.

***How to Supervise People in the Public Sector*** grounds your supervisor in the tried-and-true cornerstones of supervising people and teaches innovative ways to apply these skills in the not-so-predictable public sector. Bottom line: this training provides the ANSWERS YOUR SUPERVISORS NEED to the CHALLENGES THEY FACE!

Is the job of supervisor tough? Yes. Yet, it's also one of the most important, and it's definitely the pathway to a fulfilling career that can offer tremendous personal rewards. Let us help prepare your team for the rocky road every supervisor travels, while making the journey less painful and infinitely more successful.



## Bring *How to Get Results as a Public Sector Supervisor* to Your Organization – Tailored to Meet *Your Needs*



If you want to accelerate your agency's results in a very short time, there's one thing that will make a more dramatic impact than anything else you can do.

**Teach your supervisors how to get maximum performance from every member on their team.**

When you choose an On-Site solution from National Seminars Training, you'll be in complete control of your training day but we'll do the work for you – from assessment to delivery.

- We'll help you find a trainer from our 150+ roster who engages with your team, culture, and climate.
- You choose a date and location that meets your needs.
- You tell us about your needs and we'll tailor the program to match your goals.
- You get standardized, consistent training for everyone on your team.

For 30 years, National Seminars Training has been providing training that delivers measurable results ... engages and inspires your team for maximum retention ... and provides innovative content that meets your goals.

There's simply no better way to get your team up to speed fast while getting every leader in your organization on the same page at the same time.

**Close Skill Gaps. Engage Employees. Improve Performance.**  
For more information or to receive a free needs analysis, call  
**1-800-344-4613** or email us at [onsite@natsem.com](mailto:onsite@natsem.com).

# Real-World Training for the Real-World Situations You Face!

Workshop Hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

## Create your credibility.

- Establish your credibility within your team
- Increase your sphere of influence among your peers
- Learn why integrity builds trust with employees and makes it easier to get their buy-in for important new objectives
- Demonstrate credibility and reliability and gain your supervisor's trust, respect, and appreciation of your hard work and contributions

## When you can, hire team members who align to the needs of the job classification.

- Learn how to hire, onboard, and engage the best-fit people for the environment
- Build your team by knowing the rules and regulations of your agency, and using these tools to ensure a new-hire fit
- Find and hire employees who understand the challenges and limitations of working in a public sector environment

## Apply the art of training employees well to benefit you, the supervisor, customers, and other departments.

- Align employee training to the intricate understanding of the job and the complexities of working in the public sector
- Develop a training program that builds employee confidence and creates a cohesive team
- Create an atmosphere of team collaboration that supports public sector customer needs and the range of relationships found outside the team

## Team-building is an intricate art.

- Unleash the talent within the team while ensuring assignments are within an employee's work classification
- Clearly understand and follow the ins and outs of work classification that guide and dictate how you supervise and delegate to public sector employees
- Learn specific guidelines for using team member contractors in the public sector
- Engage contract workers to the fullest extent within their scope of work
- Modify your leadership style to more effectively manage different generations in the public sector workplace

## Know HR Law to make supervising easier.

- Use the policies and processes within your agency's HR department to aid in creating teamwork
- Ensure you follow the letter of the law when supervising public sector employees who disregard rules or policies
- Tap into resources and people whose job it is to know the law so you can take action lawfully and with confidence
- Build your awareness of how to apply HR laws and the appropriate government policies every supervisor must understand
- Identify and nurture high performers
- Use public sector processes to reward high performers and handle underperformers effectively

## This Seminar Is Perfect for Supervisors at Every Level. Here's Why ...

**Seasoned Supervisors.** If you've been a supervisor for a while, you have your routines down pat. The only problem, though, is your routine might not be serving you as well as it could. Plus, there are new techniques available to handle some of the trickier problems that seem to keep recurring in the workplace. We promise this training will give you a fresh perspective that'll make your life easier and help make you more successful!

**New Supervisors.** If you've been a supervisor for two years or less, you've still got a lot to learn about supervising people. A LOT! *The Complete Course on How to Supervise People* is bar none the most comprehensive one-day seminar for supervisors available anywhere! You simply can't find a better place to get up to speed on the essentials of supervising people. If you're a new supervisor, don't consider this training optional – think of it as MANDATORY for your ongoing career success!

**Team Leaders.** If you perform the role of team leader in your job, this training is perfect for you, too. While you may not have the formal title of supervisor, you're still responsible for getting results through others. Team leadership is tough, very tough. You're challenged every day with the same issues every supervisor faces. That's why this training will help you, too!

**High-Potential Employees.** Do you and/or your boss see you rising to a supervisory position within the next couple of years? Congratulations! Do you realize that most people are promoted into supervisory positions with little to no training on how to be an effective supervisor? Imagine how much more successful you'll be in the role if you're fully trained and prepared to tackle the challenges from day one! This training will give you that advantage – so don't hesitate, reserve your spot in this seminar today!

## Our Public Sector Clients Include:

### Federal

Environmental Protection Agency  
Federal Emergency Management Agency  
U.S. Army  
U.S. Department of Agriculture  
U.S. Department of Defense  
U.S. Department of Homeland Security  
National Security Agency  
Social Security Administration  
Federal Reserve Bank  
Library of Congress  
U.S. Navy  
U.S. Department of Commerce  
U.S. Department of Health & Human Services  
U.S. Department of Justice  
Department of Veterans Affairs  
Naval Personnel Command  
U.S. Defense Distribution Center

### State

Arizona Department of Public Safety  
Florida Department of Transportation  
Maryland Aviation Administration  
Michigan Department of Transportation  
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Nevada Department of Transportation  
New Mexico Department of Transportation  
North Carolina General Assembly  
Ohio Department of Transportation  
Pennsylvania Judiciary  
State of New Jersey Judiciary  
Texas Department of Transportation  
Virginia Department of Forestry  
Washington State Department of Transportation

### Local

- Campbell County Treasurer Office (WY)
- City of Artesia (NM)
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- City of Gary (IN)
- City of Houston (TX)
- City of Kissimmee (FL)
- City of Los Angeles Housing Authority (CA)
- City of New York (NY)
- City of Seattle (WA)
- City of Selma (AL)
- City of Virginia Beach (VA)
- County of York (SC)
- Directorate of Public Works (HI)
- Hamilton County Park District (OH)
- Orange County Sheriff's Office (FL)
- Prince William County (VA)
- San Antonio Parks & Recreation (TX)
- Village of Oak Park (IL)
- Bexar County (TX)
- Milwaukee County (WI)
- Somerset County (NJ)



## Federal, State and Local Government Departments & Agencies

National Seminars Training is a leading provider of on-site training for governments at all levels: federal, state and local. As an approved supplier of training and business services by the General Services Administration, federal departments and agencies can work directly with our on-site Training Consultants to quickly assess and meet your training needs.



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