

THE COMPLETE COURSE ON

HOW TO SUPERVISE PEOPLE

**We're
coming
to your
area ...**

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
- ▶ Apply the HR laws that every supervisor must understand
- ▶ Nurture high performers and handle underperformers effectively

See inside for course outline.

Enroll online at
NationalSeminarsTraining.com/BASS
or call **1-800-258-7246**



Fresh ideas. Proven techniques. An unbelievable day of supervision mastery!

The fundamental rules of supervision haven't changed much, but the circumstances in which supervisors are asked to lead scarcely resemble those of yesterday. But then, we didn't have to tell you that ... you're the one living the realities of what it means to be a supervisor in today's widely diverse, fast-paced, increasingly more difficult workplace. You know the challenges—what you need are answers!

Whatever your supervisory experience, you'll find that **The Complete Course on How to Supervise People** is what it says it is: THE COMPLETE COURSE! We cover it all! From bringing employees on board ... to dealing with those you've been "stuck" with ... to coaching, training, delivering criticism, handling attendance and performance issues, delegating and much more!

This training grounds you in the tried-and-true cornerstones of supervising people and teaches you innovative ways to apply them in the not-so-predictable work world where you lead. Bottom line: It provides the ANSWERS YOU NEED to the CHALLENGES YOU 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 life that can offer tremendous personal rewards for your entire life. Let us help you prepare for the rocky road every supervisor travels, while making the journey less painful and infinitely more successful. Reserve your seat in **The Complete Course on How to Supervise People** today!

"Very informative ... I learned a lot about dealing with employee issues."

– D. Langemeier
Service Manager

"This seminar was excellent ... even more than I'd anticipated."

– A. Osborn
Nursing Supervisor

"I really enjoyed the interactions with others throughout the discussion. Sometimes it's easy to forget how much we can learn from others who are in our shoes. Thank you."

– A. Cavensa
Center Manager

"The trainer was very knowledgeable and provided great real-world examples."

– A. Annesi
Site Manager

"I found this training far more useful and relevant than any other course I've taken."

– M. Mack
Operations Manager

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Group Discount:

When three enroll from your organization,
a fourth attends FREE!

Real-world training for the real-world situations you face!

Workshop Hours: 9 a.m. to 4 p.m. • Registration begins at 8:15 a.m.

Managing Yourself

- ▶ Build your credibility and influence so you get the respect you need to succeed
- ▶ Deal masterfully with people who don't take you or your role seriously
- ▶ Manage your time and projects with greater ease and less stress
- ▶ Know which HR laws you need to know so you don't inadvertently step in a legal quagmire
- ▶ We'll show you how to never make another bad hire again!
- ▶ Train employees correctly so they know how to do their jobs (and so you're never again tempted to do it for them!)
- ▶ Delegate with confidence that you know the job will be done right
- ▶ Give clear, on-target instructions, feedback and constructive criticism
- ▶ Handle performance appraisals like a seasoned pro!

Managing Others

- ▶ Get your boss to understand your challenges ... and appreciate all your contributions!
- ▶ Understand why different generations behave the way they do in the workplace ... and why that means you might need to modify your leadership style
- ▶ Get your people to work collaboratively as a team
- ▶ Master techniques for getting "lone rangers" to join willingly in team efforts
- ▶ Get your high performers to give you even more ... and get underperformers to straighten up!
- ▶ Handle extreme tardiness issues and "convenient" or frequent absences with coolheaded authority
- ▶ Know which employees need discipline ... and when firing is the answer
- ▶ Give reluctant-to-listen employees performance feedback they'll really hear



Bring This Course to Your Organization

If you have multiple employees who could benefit from this training, consider bringing it on-site to your organization. Our Enterprise Learning Solutions team can tailor any program to meet your unique needs and core competencies. Learn more at NationalSeminarsTraining.com/CorporateTraining or contact a training specialist at **1-800-344-4613**.

Unlimited Seminars, Webinars and On-Demand Content ... With the STAR12 Professional Edition

For one low annual fee, STAR12 gives you unlimited access to the most comprehensive collection of seminar training and online learning resources in North America. Give yourself the edge you need to achieve your dream career. Join STAR12 today! Sign up today at joinSTAR12.com or call **1-800-258-7246**.

Training for today's learners

A LOT of basic supervision seminars are delivering the same training they did 20 years ago. When you train with NST, you can expect a modern, memorable, enjoyable learning experience. Here's why our training is so much more effective ... and, quite frankly, more fun too:

1. Your facilitator is a leadership expert

Note we used the word "facilitator" rather than speaker. That's because as charming as a professional speaker can be, the best way to learn is through active absorption of the concepts being taught. You can't do that by merely listening ... you must become actively involved.

2. We've replaced lectures with practical application exercises

Theories are useless if they don't hold weight in the real world. That's why this program is packed with case studies, simulations and problem-solving scenarios drawn from workplace challenges that supervisors like you face every day.

3. You'll learn as much from your fellow attendees as they'll learn from you

Most supervisors don't get to spend anywhere near enough time talking with other supervisors. This program incorporates ample time for interaction and connection with fellow attendees. Who knows, many could even become important connections in your professional network!

Workshop Schedule

IT'S EASY TO ENROLL



Register online at
NationalSeminarsTraining.com/BASS



Call toll-free 1-800-258-7246

Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Group discount: When three enroll from your organization, a fourth may attend for FREE! Group discounts apply to seminar registrations only and cannot be used for STAR12 or on-demand seminars.

STAR12 Professional Edition—only \$499*: STAR12 entitles you to unlimited access to all NST seminars (retail priced \$399 or less) + Webinars, online courses and more for 12 months. Enroll today at joinSTAR12.com.

**Plus tax where applicable*

Check-in begins at 8:15 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellations and substitutions. Cancellations received up to five working days before the seminar are refundable, minus a \$10 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. You may also call us at 1-800-258-7246 for additional assistance.

Tax deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

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 with that, though, is that 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 that 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!

By mastering the skills taught in this seminar, you will:

- Lower turnover costs
- Reduce your stress
- Improve employee accountability
- Improve productivity
- Prevent unnecessary rework
- Create greater job satisfaction
- Avoid legal nightmares
- Enhance your credibility
- Work effectively under pressure
- Motivate employees
- Build trust and respect
- Achieve greater overall success!

"Today was extremely informative, and now I am more motivated and excited to not only be a better manager but a top leader."

– C. Ballentine, Team Lead/Disability Consultant

"This was a much needed course in supervisory skills ... especially communication. Thanks."

– M. Lone Bear, UCS



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National Seminars Training

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