

FirstLine

SUPERVISION

A Leadership/Supervisory Training Program for Minnesota Municipal Utility Employees

Session I

February 3, 4 & 5 – MMUA Office - Plymouth, MN
March 3, 4 & 5 - Central Lakes College - Brainerd, MN

WEDNESDAY, March 3

7:30 AM -- Registration

8:00 AM -- The Basic Principles for a Collaborative Workplace (For New Enrollees Only)

Organizations today require a workplace where everyone is willing and able to work together in new and collaborative ways. Collaboration positively impacts productivity, quality, customer expectations, and overall organizational performance. This unit shows how The Basic Principles create a climate where everyone is able to cooperate, share ideas, and work together for a common purpose. The Basic Principles provide a set of behaviors for putting an organization's shared values into practice to develop a strong network of relationships at every level of the organization.

WEDNESDAY, February 3 & March 3

1:00 PM -- Giving and Receiving Constructive Feedback (Continuing participants start here)

The need for organizations to adapt quickly to changes makes feedback to correct problems and improve processes a critical skill. Participants learn guidelines for both giving and receiving feedback in positive, constructive ways that help them get information to the right people at the right time, bring problems to the forefront before they get out of hand, and build strong working relationships that foster ongoing learning and mutual respect.

THURSDAY, February 4 & March 4

8:00 AM -- Expressing Yourself: Presenting Your Thoughts and Ideas

The sharing of knowledge, thoughts, and ideas is essential to an organization's ability to achieve continuous learning. Employees must be motivated to say what they think and skilled in expressing themselves effectively. This unit raises participant's confidence and skill in presenting their thoughts and ideas. They learn techniques for planning, organizing, and delivering result-oriented messages-techniques they can use in situations rearranging from informal discussions to formal presentations.

1:00 PM -- Coaching: Bringing Out the Best in Others

This unit gives participants the skills to recognize daily opportunities to coach others in ways that bring out the best in everyone and maximize performance within the organization. People learn how to guide, motivate, and support one another to reach everyone's best level of performance.

FRIDAY, February 5 & March 5

8:00 AM -- Customer Relations

Customer relations are a mainstay of the utility business. A well developed policy handbook enhances communications and assures consistent responses to customer inquiries, requests and complaints. Public relations activities, staff training and basic marketing complete the module.

THE INSTRUCTOR

Eloise Thorson-- is a graduate of the University of Minnesota with a BS in Foods and Business and an MA in Organizational Leadership from the College of St. Catherine. She has twenty some years experience training in industry for the Community and Technical College systems (now SCU). Her training experience has been with personnel in government agencies, healthcare facilities, manufacturing and service organizations.

WHO SHOULD ATTEND

- A lead person whether they are a line worker dealing with several people, or an administrative secretary, managing office procedures and policies.
- This program is ideal for the newly promoted manager or supervisor. Supervising people that were once your friend and counterpart on the job will require a whole new set of skills and solid leadership training!
- The experienced manager or supervisor. They need training just as much as the new manager or supervisor! Often times they never had any previous training and can use new insights and perspectives on the essentials of leadership skills.

PROGRAM COST

The program fee of \$540 for Session I provides instruction, refreshment breaks, and participant supplies, including binder, workbooks, and Key Action Card Holder/Planner.

REGISTRATION FORM

Complete the registration form below and return to MMUA no later than January 27, 2010 for the February 3-5 session or February 17 for the March 3-5 session.

FirstLine Supervision

February 3-5, 2010 - MMUA Office, Plymouth, MN
March 3-5, 2010 - Central Lakes College, Brainerd Campus, Brainerd, MN

Registration Form

Name _____ Utility _____

Address _____ City/State _____ Zip _____

Name of Participant's Supervisor _____

Participant's Job Title _____

Years of Supervisory Experience (if any) _____ Number of Persons Supervised (if any) _____

Indicate which session you plan to attend: _____ February 3-5, 2010 (Returning students can register for either date.)
_____ March 3-5, 2010 (New enrollees must register for this date only.)

Phone: 1-800-422-0119 or 1-763-746-0707

Fax: 1-763-551-0459

Mail: Send to: MMUA, 3025 Harbor Lane No., Suite 400, Plymouth, MN 55447-5142

Deadlines: January 27 for February 3-5, 2010 session.
February 17 for March 3-5, 2010 session.

