



# Quality Training for Business Professionals

## SUCCEEDING AS A SUPERVISOR SERIES

### MODULE 1: SUPERVISORY ESSENTIALS

This 3-day program represents the core of QVCC's Succeeding as a Supervisor series.

Being an effective supervisor means working with others to achieve a department's goals and objectives. This workshop reviews a supervisor's major responsibilities, and shows them how to utilize their authority for the benefit of their staff and department.

#### Session One: Developing Supervisory Skills

- Transitioning to a supervisory role
- Establishing core competencies
- Supervising former co-workers
- Delegating and giving instructions
- Listening and giving feedback

#### Session Two: Bringing Out The Best In Your Staff

- Communicating w/ different personalities
- Motivating & coaching employees
- Using Emotional Intelligence
- Managing problem employees

#### Session Three: Developing Leadership Skills

- Creating a "Team" environment
- Seeing yourselves as problem-solvers
- Developing a learning culture

#### TO ENROLL

Contact Andrew Morrison 860-932-4360 or [amorrison@qvcc.edu](mailto:amorrison@qvcc.edu)

#### Dates:

Thursdays, March 19, 26 & April 2

**Time:** 9 a.m. - 4 p.m.

**Location:** C127

**Cost:** \$625

#### Instructor: Rockie Blunt, Ed.D.

Rockie has delivered many training programs at QVCC, including the popular *Leadership @ All Levels* series. A graduate of Yale University, he holds a master's degree from Clark University and a doctorate in human resources education from Boston University.

**Module 2:  
The Lost Art of Face-to-Face  
Feedback  
Starts in April**



BUSINESS & INDUSTRY SERVICES

742 Upper Maple Street • Danielson, CT 06239 • 860-932-4360

[www.QVCC.edu/training](http://www.QVCC.edu/training)



# Quality Training for Business Professionals

## SUCCESSING AS A SUPERVISOR SERIES

### MODULE 2: THE LOST ART OF FACE-TO-FACE FEEDBACK

In today's world of emails and text messages, face-to-face interaction remains a vital, yet often underutilized, means of communication. Mastering this lost art is essential for supervisors and managers who provide evaluation and instruction.

This interactive, experiential workshop will help your front-line leaders develop their ability to both give and receive crucial feedback on the person-to-person level. Each student will leave the workshop with a personalized Individual Development Plan and will be ready to utilize their enhanced communication skills, including:

- Identifying and expanding your "communication comfort zone"
- Giving & receiving feedback
- Conducting one-to-one meetings effectively
- Adjusting your communication style in different situations
- Setting clear expectations
- Having difficult conversations
- Providing recognition

Although geared toward supervisors, this program is open to any employee interested in improving their ability to give and receive valuable feedback in the workplace.

#### TO ENROLL

Contact Andrew Morrison 860-932-4360 or [amorrison@qvcc.edu](mailto:amorrison@qvcc.edu)

#### Dates:

Tuesdays, April 28, May 5, 12, 19  
& 26

**Time:** 1 p.m. - 4 p.m.

**Location:** C127

**Cost:** \$475

#### Instructor: Bob Tetreault

After teaching at Woodstock Academy, Bob Tetreault began a 30-year career at Frito-Lay, where he worked as an Operations Manager responsible for manufacturing and distribution. Bob later assumed responsibility for Frito-Lay's organizational development, including developing and administering training programs for managers and front-line employees.

**Module 1:  
Supervisory Essentials  
Starts in March**

