

## The Certificate Program

The Professional Supervisor Certificate Program is designed to help new and experienced supervisors achieve exceptional departmental results through a series of courses aimed at building critical leader skills and behaviors. The complete program

would include one full day seminar, four half-day seminars, and 1 elective.

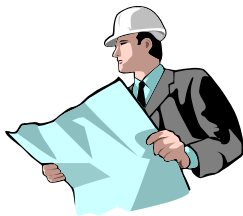


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### Core courses

#### Role of the Supervisor

This full-day course will analyze the role and activities of a supervisor as they relate to accountability to team members and to the institution. Participants will assess alignment between departmental activities and institutional goals. Supervisors will identify ways to support employee development and measure department and employee performance. Class discussion will examine the authority of the supervisor and the various ways in which the supervisor represents his or her organization.



## Effective Communication for Supervisors

Communication is a vital element in any workplace, as it is often the source for inspiration, motivation, performance adjustment and office morale. Participants will explore various modes of communication and learn key components of effective communication, including active listening and differing communication styles. With the tools of effective communication in hand, participants will have the Knowledge to recognize and overcome communication barriers in the work environment.



### Coaching Performance

One of the most critical skills of the supervisor is the ability to coach and improve employee performance. Participants in this course will identify situations that may indicate a need for performance coaching. Supervisors will learn an effective process for conducting and documenting coaching sessions and discuss situations that require formal discipline.



## Managing Change

Change is a constant challenge in any workplace. Before individuals and institutions adjust to one change, another seems to hit almost immediately! Participants will learn key concepts of change management, including an understanding of the drivers of change, leading change, handling resistance, measuring and sustaining change efforts.



### Building an Effective Team

Tap into the talent, knowledge, experience and creativity of individuals in your organization. Through this session, participants will learn about the characteristics and activities of effective teams. Supervisors will gain an understanding of the benefits of team work and strategies for team member selection. Learn how to capitalize on the various strengths of team members. Develop strategies to resolve common team problems to maintain an effective and productive work environment



The mission of the Quad-Cities Professional Development Network is to share resources and to create professional development opportunities for faculty and staff that meet the common needs of member institutions. The Network embraces innovation, life-long learning, collaboration and cost effectiveness as guiding principles.



[www.qcpdn.org](http://www.qcpdn.org)



For more information, including dates and locations of these courses and electives please visit our web site.

[www.qcpdn.org/calendar](http://www.qcpdn.org/calendar)

To register please go to [www.qcpdn.org/contacts](http://www.qcpdn.org/contacts) for the person to contact on your campus

[www.qcpdn.org](http://www.qcpdn.org)



## Professional Supervisor Certificate Program

**Black Hawk College**

**Eastern Iowa Community College District**

**Grad Center**

**Palmer College of Chiropractic**

**St. Ambrose University**

**Trinity College of Nursing and Health Sciences**

**Western Illinois University**