

Supervisor Training Certificate



“Do not follow where the path may lead.
Go instead where there is no path and leave a trail.”
-Ralph Waldo Emerson

Developing Organizational Leaders

SUPERVISOR TRAINING – CERTIFICATE

COURSE OUTLINE

New supervisor fundamentals (September 2020)

HR basics (October 2020)

Diversity and inclusion in the workplace (November 2020)

Emotional intelligence/self-awareness (January 2021)

Project design, management, change management (February 2021)

Performance Management (March 2021)

Creating effective teams (April 2021)

Organizational Development/Succession Planning (May 2021)

Courses will meet 50% F2F and the rest of the work will be completed virtually.

EFFECTIVE LEADERS START HERE

This hybrid training series is for those new to supervisor and management roles or those aspiring to move into a leadership role. Through interactive group activities and lecture, students will learn the principles of becoming a more effective leader. Students may take courses as standalone classes or complete the training series in the order listed here.



SUPERVISOR TRAINING TOPICS

1. New supervisor fundamentals

- a. Manager vs leader
- b. “Leadership Essentials”
- c. Transitioning to management
- d. Business acumen for managers

2. HR basics

- a. Employment law 101 (FMLA, ADA, etc.)
- b. Progressive discipline
- c. Recruitment and retention

3. Diversity and inclusion in the workplace

- a. Multiple generation communication
- b. Unconscious bias
- c. Working successfully with different cultures

4. Emotional intelligence/self-awareness

- a. Communication and giving feedback
- b. Coaching or dealing with difficult employees

5. Project design, management, and change management

6. Performance Management

- a. Performance assessments
 - i. 360 assessments
- b. Coaching or dealing with difficult employees
- c. Redefining Management - engaging & retaining employees
 - i. Motivation/productivity/feedback
 - i. Creating career paths
 - i. Retention of HPE

7. Creating effective teams

- a. Motivating the team
- b. Team engagement & culture
- c. Maximizing EE strengths
- d. Finding team success in challenging situations
- e. Mindfulness for success

8. Organizational development/succession planning

- a. Keys to successful succession planning
- b. Coaching & mentoring your team
- c. High performing employees
- d. Employee skills gaps & training plans

SUPERVISOR TRAINING – CERTIFICATE

REGISTER TODAY

cfcc.edu/job-training/professional-development

GET MORE INFO

Erica Talbert, Associate Vice President, Economic and
Workforce Development • 910.362.7176
etalbert@cfcc.edu



JOIN THE FORCE

cfcc.edu/workforce

CAPE FEAR
COMMUNITY
COLLEGE

