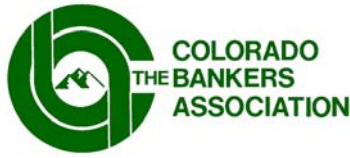




WESTERN STATES

AND



PROUDLY PRESENT:

SUPERVISORY SKILLS WORKSHOP

4 INTERACTIVE SESSIONS

FACILITATED BY AMY SHOEMAKER, PHR, CMC

STERNER TRAINING CENTER, 1009 GRANT STREET, DENVER
THURSDAYS—FEBRUARY 23, MARCH 8, APRIL 5 & MAY 3, 2012
All 4 Sessions from 9am to 4pm

One of the most significant changes you'll make in your career is the transition from an employee to a supervisor. You've obviously been very successful in doing your job. Now, you'll be successful by getting work done through others. This is a different skill set.

CFTWS is pleased to present a NEW 4-part Supervisory Skills Workshop with Amy Shoemaker, PHR, CMC. Amy is Director of People Growth Strategies with Kennedy and Coe, LLC and is a certified Master Coach through the Behavioral Coaching Institution. Each session in this Workshop is designed to stand alone. However, if you **attend all 4 sessions you will SAVE \$140, and you'll be awarded a Supervisory Skills Workshop 'Certificate of Achievement' recognizing your accomplishment.**

SESSION 1—FEBRUARY 23rd YOUR EXCITING CAREER AWAITS!

During this interactive session, you'll learn:

- Primary role of a supervisor
- Best practices for transitioning from a peer to a supervisor
- Managing employees in a remote branch
- Tips for supervisor effectiveness
- Conflict resolution – different styles and when to use each one

You'll gain practical ideas and tools that you can use the next day on the job!

SESSION 2—MARCH 8th PERFORMANCE EVALUATIONS

All supervisors get anxious during performance appraisal reviews. This engaging workshop will provide a safe environment to practice these skills so you'll facilitate your next evaluation with confidence!

You'll practice:

- Identifying performance gaps and how to close them
- Documentation – observations versus opinions
- Legal landmines
- Employment laws - play Employment Law Jeopardy!
- Delivering effective performance evaluations
- Delivering 'developing' feedback to new hires
- Resolving problems in performance review meetings

You'll walk into your next performance evaluation prepared and confident!

SESSION 3—APRIL 5th DELIVERING FEEDBACK IN A PRODUCTIVE MANNER

Whether it's a formal coaching conversation or quick feedback during the work day, how you deliver coaching feedback increases its effectiveness and improve results. You'll learn a proven model for delivering coaching feedback in a manner that is supportive and productive for the employee, while holding them accountable to improve their performance.

During this workshop, you'll practice:

- Delivering coaching feedback in a productive manner
- Celebrating employee performance and success
- Situational leadership – adapting your coaching style to meet your employee's learning style

Attend an you'll be ready to address that difficult employee you've been avoiding!

SESSION 4—MAY 3rd INCREASE YOUR EFFECTIVENESS AS A SUPERVISOR!

Most of the training employees receive occurs on the job. When your bank invests in formal training or workshops, how do you know that you'll see a change in performance when your employees return to the bank? This workshop will provide you with the tools to support your employees' knowledge transfer. We'll also provide tips to increase your effectiveness and work fewer hours!

You will learn:

- How to implement formal training on the job, including:
 - * Tips for successful adult learning
- Increase your effectiveness and work less hours!
 - * Delegation process
 - * Avoid procrastination and minimize interruptions
 - * Decision making process

REGISTER FOR THE ENTIRE WORKSHOP FOR \$1,000.00* AND SAVE \$140.00!
OR, ATTEND EACH SESSION FOR \$285.00*

**REGISTER ONE PERSON AT THE ADVERTISED TUITION PRICE (EARLY OR REGULAR),
RECEIVE A 10% DISCOUNT ON ANY ADDITIONAL REGISTRANTS FOR THIS CLASS!**

REGISTRATION FORM

CBA

FAX: 303-629-1591 ♦ ONLINE: www.CFTWS.org ♦ MAIL: CFTWS, 1009 Grant Street, Suite 102, Denver, CO 80203

ENTIRE WORKSHOP-4 SESSIONS (#N4300A1)

SESSION 1 (2/23; #N4301A1)

SESSION 2 (3/8; #N4302A1)

SESSION 3 (4/5; #N4303A1)

SESSION 4 (5/3; #N4304A1)

Name _____ Title _____ E-Mail _____

Name _____ Title _____ E-Mail _____

Company _____

Street Address _____

Phone _____ Fax _____

*Authorization for Billing _____

Tuition Payment Option: *Bill Organization Check (payable to CFTWS) Visa/M/C

Card # _____ Exp. Date _____

Cardholder's Name _____ Signature _____

*REGISTRATION GUIDELINES

Register at least ONE WEEK PRIOR to the Workshop or Each Session to receive the discounted "Early" tuition rate. NO REFUNDS WILL BE GIVEN AFTER THAT DATE, ALTHOUGH A SUBSTITUTE MAY ATTEND. Cancellations received in writing prior to that date will be subject to a \$25 withdrawal fee. (\$2,000/\$2,100 or \$570/\$595 non-member)