

# Supervisory Skills Certification

## Cultivate Leaders.

### Leadership requires special skills.

"I thought before I stepped foot into this class (8 weeks ago) this was going to be a waste of time. Was I ever wrong!

This course has taught me to be a more effective leader through patience, listening to others, and immediate action on problem solving on a daily basis."

*Brian, Jeffords Steel & Engineering*

CITEC developed this **Supervisory Skills Certification Program** to address the needs of North Country businesses aiming to transform great employees into great supervisors, and great supervisors into great leaders.

The program teaches practical skills and tools that are immediately applied in the workplace as homework, so your company starts receiving the benefits right away.

Eight four-hour sessions over eight weeks.

\$700/person. \$650 if more than one from a company.

Level	Target	Topics Covered
1	Level One is great for supervisors with no prior supervisor training including those who are new at the job, and those projected to be promoted. But even supervisors who have been in the role for years have benefitted from this program.	Supervising peers and others; interpersonal skills, difficult people, resolving conflict, business etiquette, business writing, legal issues, safety
2	Builds on Level One and is for those who have completed a Level One certificate. Others who are interested should contact Steve Lockwood.	Leading a staff, communication, managing change, constructive criticism, coaching, motivating, time management, ethics
3	Focuses on leadership and influence; building and managing teams.	Inspiring leadership, emotional intelligence, attracting, developing, and keeping employees, performance management, presentation skills, teamwork
4	Advanced management for those leading and managing supervisors.	Leading and managing supervisors, change management, critical thinking, negotiation, and stress management.

The program is offered several times throughout the year in locations across the North Country.

## Call Today.

**Steve Lockwood**  
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**citec.org**

**CITEC**  
Business Solutions

CITEC has a 30 year track record of delivering results working with small and medium-sized businesses across the North Country. We bring world class resources through our state and national network. More information at citec.org.



**CITEC**  
Business Solutions

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