



PennState
Fayette, The Eberly Campus

**CONTINUING
EDUCATION**

This program, developed by Penn State faculty with managerial experience, is being offered at multiple Penn State campuses across Pennsylvania.

SUPERVISION ESSENTIALS TRAINING

Employee retention and engagement are key to successful companies. This program is designed for first-level supervisors, managers new to supervising others, and/or individuals likely to move into a supervision role.

The course is offered in four (4) half-day modules (12–16 contact hours).

Developing Individuals and Teams

Module 1: Interviewing and Selecting Employees

- Behavioral Interviewing
- Planning the Interview and Developing Questions
- Conducting Effective Interviews
- Legal Considerations in Employee Selection

Module 3: Developing a Team

- Characteristics of Effective Teams
- Developing Teams for Success
- Reducing Barriers to Teamwork
- Virtual Teams

Module 2: Developing Employee Skills

- The Supervisor's Role in Skill Development
- Determining Employee Needs for Development
- On-The-Job Training and Coaching
- Tips for Effective Classroom Training

Module 4: Building a Positive Work Climate

- Employee Interactions, Work Climates and Performance
- Respect in a Diverse Workforce
- Dealing with Difficult Behavior in Others
- Keeping on Top of Stress

Cost: \$745 per person (includes materials for course)

[\$695 per person when 3+ participants register from the same organization at the same time]

Instruction format: All classes are conducted using Zoom technology, held in a video conferencing classroom with online learning components.

Dates and times of training:

Four (4) sessions

Wednesday evenings, March 10, 17, 24, and 31

5:00 to 9:00 p.m.

For more information or to register, please contact:

Penn State Fayette Continuing Education

Phone: 724-430-4211 or 724-430-4212

Fax: 724-430-4208

suq104@psu.edu



**YOU ARE THE CENTER OF EVERYTHING WE DO
LET PENN STATE FAYETTE BE YOUR TRAINING TEAM**



Class Format

All classes will be delivered online using Zoom technology.

Technology Requirements for This Course:

- **Internet Connection:** Broadband wired or wireless (3G or 4G/LTE).
- **Zoom:** Videoconferencing, cloud-based browser needed, Firefox or Chrome.
- **Computer/webcam hardware:** To attend this program, computer setup is needed. Follow this link: <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux> to review what system requirements will work best with the videoconference.
- **Webcam or HD webcam:** Built-in, USB plug-in, or wireless Bluetooth is required for attendance so instructor may see and hear participants

Zoom instructions will be provided prior to the start of classes.



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Penn State Fayette Continuing Education

Serving Fayette, Greene, and parts of
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ADDITIONAL PROGRAM OPTIONS

The three additional 16-hour course options listed below are offered multiple times throughout the year, with customization available to companies interested.

Supervisory Roles and Responsibilities

- Meeting Supervisory Responsibilities
- Communicating Effectively
- Building Work Relationships
- Leading Others

Managing Employee Performance

- Setting the Stage for Excellent Performance
- Clarifying Expectations and Observing Performance
- Coaching and Providing Feedback
- Dealing with Challenging Performance Situations

Solving Problems and Managing Priorities

- Managing Time and Priorities
- Solving Problems
- Resolving Conflicts
- Supervising Projects

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