



**2009  
Sessions**

# **SUPERVISORY MANAGEMENT SKILLS**

*Supervisory Leadership Training  
for Supervisors and Managers*

APRIL 27-30 • OCTOBER 19-22





Learn techniques to manage conflict in the workplace

Develop your communicating and listening skills

Understand legal issues affecting today's supervisors

**April 27-30 • October 19-22**  
**Monday-Wednesday • 8 a.m. - 5 p.m.**  
**Thursday • 8 a.m. - 12 p.m.**  
**Registration Fee: \$1,095.00**  
**USA Brookley Center, Mobile, Alabama**

Although this four-day course was originally titled Fundamentals of Management and offered to foremen and supervisors in the pulp and paper industry, it now draws participants from numerous industrial and service sectors throughout the United States and Canada.

Supervisors have the opportunity to upgrade managerial skills critical to effective job performance. Consequently, production, work quality, employee turnover, absenteeism, grievance and safety performance will reflect the degree of managerial skill the supervisor practices. The payoff is a supervisor who understands the nature of management and has the skills to cope with the many challenges of supervision.

This workshop emphasizes "learning by doing" and includes a balance of lecture and discussion, group work with other participants, case studies and role plays. It is designed to maximize the "experience of idea-sharing" between participants.

**"The course was very helpful. I have learned how to modify the way I deal with the different personalities of the people I manage in order to improve communication and effectiveness."**

— *Jorge A. Salazar, Plant Engineering Manager, Mitsubishi Polysilicon*

**"I think the biggest benefit to me as a supervisor and now in my role as a manager, were the topics around the relationships and human side of the job - importance of effective communication, motivation for different people, leadership style and effectiveness, and coaching. I would highly recommend this class to others."**

— *Roger Norton, Product Development & Quality Manager - Paper Mfg. Blue Ridge Paper Products, Inc.*

**Over 2,500 foremen, supervisors and front-line managers have completed the Supervisory Management Skills course at the University of South Alabama.**

Abitibi Consolidated • Ahlstrom Filtration • Alabama River Pulp Co. • Arkema, Inc. • Atlantic Shipbuilding  
Boise Cascade • City of Foley, AL • Domtar • Georgia-Pacific Corp. • Gaylord Container • ICON Services  
International Paper • IPSCO Steel • Mead Containerboard • Mitsubishi Polysilicon • Mobile Infirmiry Medical Center  
Morton International • Neptune Technology Group • Norampac • Olin Corporation • Pasadena Paper Co.  
Picadilly • Rock-Tenn Co. • S&G Packaging • Southeast Paper Co. • SP Newsprint Co. • Temple-Inland  
The Newark Group • US Alliance Forest Products • U.S. Army Corps of Engineers • U.S. Coast Guard  
Virginia Chemical • Visy Paper • Weyerhaeuser Co.

## **THE WORKSHOP IS DESIGNED FOR:**

- Newly promoted supervisors
- Experienced supervisors who will benefit from management skills training
- Individuals who are presently being groomed for supervisory positions
- Technically competent individuals who have potential for supervisory positions

## **WORKSHOP OBJECTIVES ARE DESIGNED TO HELP SUPERVISORS:**

- Improve their understanding of the overall responsibility of management
- Become more skillful communicators and listeners
- Increase skills in leading, motivating and coaching team members
- Develop a positive approach to discipline
- Create and maintain a team attitude among their work group

## **ORGANIZATIONAL CITIZENSHIP BEHAVIORS IMPACT:**

- **MANAGERIAL PRODUCTIVITY**
- **WORK TEAMS**
- **EMPLOYEE PRODUCTIVITY**

Organizational citizenship behaviors or OCBs are workplace behaviors of individuals that generally benefit an organization by impacting the effectiveness and efficiency of work teams and the overall productivity of an organization.

*Presented by*



The University of South Alabama has provided professional development seminars and workshops since 1975. Initially, these training programs were designed to meet the training needs of local industry.

Today, USA's training programs are recognized nationally as we continue to work closely with business, industry, and government agencies to establish results-oriented education programs to increase performance and productivity. Over the course of the past 34 years, professionals and technical specialists from throughout the United States and Canada attended our business and management programs.

This Supervisory Management Skills course takes participants through seven areas of supervising and Management skills that will lead to more self-confidence in decisions made and in addressing employees in a number of situations. In addition, participants will discover how organizational citizenship behaviors (OCBs) affect productivity and management decisions; and how armed with the right skills supervisors and managers can use OCBs positively.



**Increase your supervisory and management skills with expert instruction in these areas:**

*The Supervisor as a Leader*

*Effective Communication*

*Empowering and Motivating Employees*

*Coaching, Counseling and Appraising Employees*

*Legal Aspects of Supervisory Management*

*Effective Discipline*

*Building and Maintaining an Effective Work Team*

# Supervisory Management Skills Teaching Team

The University of South Alabama teaching team has a national reputation for management and supervisory training. All are active faculty in the University's Mitchell College of Business. Since 1975, over 200 management/supervisory training courses have been conducted at the USA campus and at on-site locations throughout the U.S in Alabama, Arkansas, Georgia, New York, North Carolina, Oregon, Pennsylvania and Texas.

**Edward L. Harrison** regularly consults with a variety of organizations on team development, organization change, and employee involvement projects. Prior to pursuing an academic career he was employed for seven years in Frito Lay's human resource department. He has trained over 3000 supervisors for organizations such as Baldor Electric, Encompass Mechanical Services, Champion International and Olin Chemicals. He has served as a labor arbitrator for over 20 years.

**Jeanne D. Maes** is professor of management in the Mitchell College of Business at the University of South Alabama. An experienced consultant, facilitator, and executive trainer, Dr. Maes specializes in the areas of communication skills, conflict management, partnering, team building, and leadership. She has written numerous articles for national and international publications. She serves as Senior Peer Review Editor for the Organization Development Journal and holds membership in the Southern Management Association, the Academy of Management, and the Organization Development Institute.

**Donald Mosley, Jr.**, assistant professor in the Department of Management, has conducted research in the areas of recruiting, employee selection, conflict management, teamwork, leadership, and partnering. Don has worked with organizations in the public and private sectors to implement organizational development techniques, recently developing and implementing supervisory training and development programs. Don holds an MBA from USA and a doctorate in management from the College of Business and Industry at Mississippi State University. He is co-author of "Supervisory Management: The Art of Empowering and Developing People," which is the text for this course.

**Carl C. Moore** has been active in conducting management workshops for over 15 years with organizations such as International Paper Company, Teledyne, Stone Container and others. Areas of specialty include leadership, motivation, and performance appraisal/ counseling. He has extensive experience as a facilitator in conducting partnering workshops, serving as facilitator for the U. S. Army Corps of Engineers and their major contracting firms.

**Paul H. Pietri** has coordinated over 200 management and supervisory courses for Toshiba USA, Bowater Carolina, Shell Oil, firms in the paper industry, and other business and governmental organizations throughout the United States including the U.S. Departments of Agriculture and Defense. He has co-authored four books including Supervisory Management: The Art of Empowering and Developing People, the text for this course.

**Robert A. Shearer** is Executive Assistant to the University of South Alabama President and has taught employment, labor, and business law for the USA Mitchell College of Business. He is a member of the Florida and Virginia bars and a certified court mediator in Florida. He has published a number of articles in professional and academic journals on topics such as sexual harassment, employment contracts, defamation in the workplace, and arbitration of discrimination claims.

**David Turnipseed** is a professor of management at the University of South Alabama. He received his PhD from the University of Alabama and teaches courses in management, organizational behavior, and management consulting. His research interests are organizational citizenship behavior, stress, and cross-cultural management. He has experience consulting and training with business organizations including Thompson Consumer Electronics, Gulfstream Aerospace, Strick Corporation, Dutch Made Cabinets, North American Van Lines, and HWI.

# REGISTRATION INFORMATION

## FOUR CONVENIENT WAYS TO REGISTER:

1. **BY PHONE:** (251) 431-6536
2. **BY FAX:** (251) 431-6408
3. **ON LINE:** [www.usacontinuinged.com](http://www.usacontinuinged.com)
4. **BY MAIL:** Send your completed registration form and payment information to the University of South Alabama Center for Continuing Education  
2001 Old Bay Front Drive,  
Mobile, Alabama, 36615-1427

**All registrations are confirmed when payment or billing information has been received. Advanced registration is required. Registrants will be notified of course cancellations 10 days prior to the start date.**

**REGISTRATION FEE:** Registration fee includes all course materials, lunch, refreshments, CEUs, and a certificate of completion. Corporate billing is available for registration fees over \$250 pending USACCE Business Office Authorization. Registration fee does not include accommodations.

**DISCOUNTS:** A 15% discount will be applied when three or more participants are registered at the same time.

**LOCATION:** Courses will be held at the University of South Alabama's Brookley Conference Center, located near downtown on Mobile Bay. A map and directions are included with confirmations.

**MEALS:** Lunch is provided Monday-Thursday from 11:30-12:30 as part of the registration fee. Refreshments are served mornings and afternoons. Participants are responsible for other meals.

**OVERNIGHT ACCOMMODATIONS:** A complete listing of hotels in the area will be included with your registration confirmation.

**CEU CREDIT:** Individuals completing a course will be awarded 1.0 Continuing Education Units (CEUs) for each ten contact hours of participation.

**REFUNDS:** For a full refund, only written cancellations postmarked 10 days prior to the seminar start date can be accepted. We cannot make refunds after that date. Substitutions can be made at any time. Registrants who do not attend the seminar and who have not complied with this policy are responsible for the full registration fee.

**SPECIAL NEEDS:** If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act, please call (251) 431-6536.

**FURTHER INFORMATION: (251) 431-6536**

*This program may be tailored to your organization's specific training needs. Presented at your site, it becomes an efficient, economical way to train key members of your organization. For more information and consultation, contact us at (251) 431-6411.*

# REGISTRATION FORM

Register me now for this 2009 session:

April 27-30 - \$1,095 (09SMG205AG)     October 19-22 - \$1,095 (09FMG205AG)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address (for confirmations): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ FAX: (\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

Registered by: (please print): \_\_\_\_\_

Special Needs Request: \_\_\_\_\_

## PAYMENT METHOD

Check enclosed (*Payable to University of South Alabama*)

Bank: \_\_\_\_\_ Check #: \_\_\_\_\_

Bill my organization Purchase Order #: \_\_\_\_\_

*PO number required for billing option. Payment Due within 15 Days of Invoice Date.*

Billing address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Credit Card (*circle one*)



Credit Card #: \_\_\_\_\_ Expiration Date (mm/yy): \_\_\_\_\_

Name on card: \_\_\_\_\_

Remit this completed registration form and form of payment to:

**USA Center for Continuing Education**

**2001 Old Bay Front Drive**

**Mobile, AL 36615-1427**

**PH: 251.431.6536 / FAX: 251.431.6408**

***For additional registrations, please copy this form.***



UNIVERSITY OF SOUTH ALABAMA

## **SUPERVISORY MANAGEMENT SKILLS**

- **Learn techniques to manage conflict in the workplace**
- **Develop your communicating and listening skills**
- **Understand legal issues affecting today's supervisors**

**2009 Session Dates**

**April 27-30 • October 19-22**

**(251) 431-6536**

**[usacontinuinged.com](http://usacontinuinged.com)**



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