

Supervisory Series

Mail: JCC's Center for Continuing Education
Carnahan Center
P.O. Box 20, Jamestown, NY 14702-0020
or
North County Extension Center
10807 Bennett Road, Dunkirk, NY 14048

Call: Jamestown 716/338-1005 - Dunkirk 716/363-6500

Please register me for: **Jamestown** **Dunkirk**

- Whole Series (\$420/\$357) (CRN B4623) (CRN B4566)
- Outstanding Super. Skills (CRN B4625) (CRN B4567)
- Creative Solution Finding (CRN B4626) (CRN B4568)
- Managing Org. Change (CRN B4630) (CRN B4569)
- How to Engage... (CRN B4627) (CRN B4578)
- Time Management (CRN B4629) (CRN B4580)
- Sexual Har./Substance... (CRN B4631) (CRN B4584)

I am a Chamber or MAST member

*Name _____

*SS # _____ or *DOB _____

*Home Address _____

*City _____ *State _____ *Zip _____

*Daytime Phone _____

*E-mail _____

*Payment Method:

- Check Enclosed (Payable to JCC)
- **Credit Card (in person or over the phone ONLY)

Payment MUST Accompany ALL Registrations

(* Registration cannot be processed without this information.

** For your personal security purposes, Jamestown Community College has adopted a policy that we will no longer accept credit card payments via fax or mail. Registrations by phone using Visa, MC or Discover are always welcome—or stop in person at the nearest location.

Jamestown Community College does not discriminate on the basis of color, sex, sexual orientation, race, creed, national origin, age, marital status, veteran status or disability. This policy applies to access to all activities and programs under the college sponsorship as well as to application and selection for admission, employment, and all other personnel procedures within the college.

Your Instructors

Ross Blake

Ross Blake is President of Ross Blake & Associates, Inc., a management consulting and training company founded in 1980. Ross has served as Vice President of Programs and Director of Membership for local chapters of the American Society for Training and Development (ASTD) and the Association for Quality & Participation (AQP). He is certified to use the DISC instrument, and has completed a number of training courses including The Inner Game of Work, Employee Retention Training, Creative Training Techniques, and seminars through other professional organizations. Ross conducts training in several areas such as conflict resolution, team building, supervisory skills, interpersonal communication skills, and executive coaching. A graduate of Ohio University, Athens, Ohio, he presently resides in Chautauqua, NY.

John Stevens

John Stevens, an organizational development, training and human resources consultant, owns and operates JB Stevens Organizational Solutions. John has over 30 years of experience in positions involving training, administration, human resources, communications and public relations. He has multiple professional certifications, a BA in journalism from St. Bonaventure University, and an MA in business and policy studies from Empire State College. He has been continuously responsible for the delivery of training and services to meet the performance needs of business, industry, organizations, and nonprofits and currently serves as a faculty member for St. Bonaventure University's MBA program.

Ross Vallone

Ross Vallone, a vocational therapist for TLC Health Network, has over 20 years training experience and instructs on a variety of topics such as teambuilding, conflict resolution, communications, time management and stress management. As the former Senior Seminar Instructor for the Private Industry Council Inc., he has worked in various manufacturing, healthcare and industry settings.

Lisa Powell Fortna

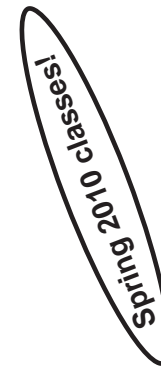
Lisa Powell Fortna possess more than 10 years experience in human resource management and organizational development in manufacturing and financial service industries. Her areas of expertise include talent management, employee retention, employee training, and relations. Lisa holds a Masters of Science in Organizational Dynamics from the University of Pennsylvania and a Bachelor of Science with Honors in Business Management from Cornell University.

JCC reserves the right to cancel or postpone any course or activity due to insufficient enrollment. Your registration could make the difference!

TO CANCEL: You may cancel your registration three (3) days prior to each program (unless otherwise noted) and receive a full refund. No-shows are subject to the full registration fee. Substitutions accepted at any time.



525 Falconer Street
P.O. Box 20
Jamestown, NY 14702-0020



SUPERVISORY SERIES

at
JAMESTOWN COMMUNITY COLLEGE



Join us for informative workshops designed to address the necessary skills for a new or existing supervisor, manager or team leader to succeed!

Courses offered in Jamestown and Dunkirk

525 Falconer Street or 10807 Bennett Road
Jamestown, NY 14702-0020 Dunkirk, NY 14048



The Center for Continuing Education
"Learning for Life"

SUPERVISORY SERIES FOR THE NEW OR EXISTING MANAGER - SPRING 2010

Come learn methods to enhance your ability to supervise that not only benefit you but the organization and all parties concerned, including customers. You can attend one, two, or all six courses based on your specific needs. For your convenience, courses are available at either the Jamestown campus or North County Extension Center in Dunkirk, NY. Chamber and MAST members receive a 15% discount on each course or a 15% discount on the entire series.

Outstanding Supervisor Skills - Ross Blake

People skills and the ability to communicate effectively with employees are essential for new or existing supervisors and managers to succeed in their roles. Unfortunately these skills do not come naturally to a lot of people and they need to be learned. In this workshop you will learn to build better relationships, earn trust and learn how to facilitate employee mistakes, problems and ideas. Come and learn skills such as reflective listening, building relationships of mutual trust and respect, win-win conflict resolution, identifying and meeting mutual needs and expectations. Also discussed is how to properly provide feedback, performance coaching and using positive reinforcement. 8 hours.

				Chamber/MAST	
Jamestown Campus, Carnahan Center, Room 120	Tuesday	Feb. 23 & Mar 2	8 a.m. - Noon	\$99	\$84
North County Extension Center, Room 119	Thursday	Feb. 25 & Mar. 4	8 a.m. - Noon	\$99	\$84

Creative Solution Finding - John Stevens

During most work days you encounter several situations, problems, or questions that require thoughtful and creative responses. Solution finding is an approach to solving problems through personal creativity. Even though most of us work in a structured solution finding process at work, we can still tap into our creativity to work through the process. Come discuss and learn how to unlock and unblock your creative abilities, look at things differently and recognize common barriers to creative solution finding. Define what it means to be **creative, how to ask for help, find solutions that make you think differently and identifying what "is," and "is not" the problem.** This workshop is for supervisors, managers, team members or anyone with the desire to improve skills at finding solutions to problems. 4 hours.

				Chamber/MAST	
Jamestown Campus, Carnahan Center, Room 120	Tuesday	Mar. 9	8 a.m. - Noon	\$75	\$63.75
North County Extension Center, Room 119	Thursday	Mar. 11	8 a.m. - Noon	\$75	\$63.75

Managing Organizational Change - Ross Vallone

What does it take for individuals and organizations to change? Change at any level affects human behavior and emotions, including denial and resistance to commitment. This is an opportunity to learn the dynamics of the process of change, from how to manage endings to the transition time, to new beginnings. This course also examines methods that contribute to managing personal and professional change successfully. You will walk away with the tools to understand the key components to successful organizational change, the ability to plan for change and the mistakes to avoid and items to emphasize in managing change. 6 hours. \$99

				Chamber/MAST	
Jamestown Campus, Carnahan Center, Room 120	Tuesday	Apr. 27 & May 4	8 a.m. - 11 a.m.	\$99	\$84
North County Extension Center, Room 119	Thursday	Mar. 18 & 25	8 a.m. - 11 a.m.	\$99	\$84

How to Engage and Motivate Employees in Uncertain Times - Lisa Powell Fortna

Employees are not immune to the negative economic conditions and the slowing business environment. Whether through the constant media coverage or worse (organization layoffs and downsizing) employees are working in uncertain times. In addition to general uncertainty and lack of job security, employees are being asked to do more and more with minimal training and at the same pay rates to help keep organizations afloat. These factors all contribute to low employee morale, reduced engagement and decreasing productivity. Strong leadership and day-to-day management of employees will be crucial to organizations that want to survive the economic downturn and position themselves for recovery and growth as the economic conditions change. Managers can use targeted strategies to reduce uncertainty, motivate employees and increase engagement. This session will target five key manager strategies as well as practical tips for implementing in any organization. 3 hours.

				Chamber/MAST	
Jamestown Campus, Carnahan Center, Room 120	Tuesday	Mar. 30	8 a.m. - 11 a.m.	\$50	\$42.50
North County Extension Center, Room 119	Thursday	Apr. 1	8 a.m. - 11 a.m.	\$50	\$42.50

Time Management - John Stevens

We place a personal value on time and should since there are only so many hours in a day. Come discover the nine common laws of time management, importance vs. urgency, how you measure time, the seven key areas good time managers focus on, **prioritizing, techniques, the downside to multitasking and much more. Remember, we can't control time but can certainly manage our use of it!** 4 hours.

				Chamber/MAST	
Jamestown Campus, Carnahan Center, Room 120	Tuesday	Apr. 6	8 a.m. - Noon	\$75	\$63.75
North County Extension Center, Room 119	Thursday	Apr. 8	8 a.m. - Noon	\$75	\$63.75

Sexual Harassment/Identifying Substance Abuse - Ross Vallone

Sexual harassment identification is for supervisors, managers, or anyone who is interested in what constitutes this behavior so that they will be able to take the appropriate actions to eliminate problems before they start. You will learn how to identify sexual **harassment behavior and prevent and handle situations before it's too late. The second part of the course assists with recognizing if an employee is abusing or on illegal substances at work and the steps that you can take to address this issue and what support is out there to help.** 4 hours.

				Chamber/MAST	
Jamestown Campus, Carnahan Center, Room 120	Tuesday	May 18	8 a.m. - Noon	\$75	\$63.75
North County Extension Center, Room 119	Thursday	May 27	8 a.m. - Noon	\$75	\$63.75