**NRECA SUPERVISORY & MANAGER DEVELOPMENT PROGRAM (SMDP)**

* **711.1 Everyone Communications; Few Connect: Tools for Bridging the Gap**

Clear, consistent communication is the foundation of teams working well together to get the job done in support of the co-op's mission. According to a [survey](http://www.interactauthentically.com/new-interact-report-many-leaders-shrink-from-straight-talk-with-employees/) by the communication consulting and training group Interact, the majority (69%) of supervisors are often uncomfortable communicating with employees. Understanding what makes people tick and adjusting your personal style improves communication and avoids a lot of headaches and heartburn. Take this opportunity to assess your communication strengths and weaknesses, recognize your assumptions and practice techniques for improving communication skills in both business and personal communications.

* **712.1 You Can’t Do It Alone: Building a Strong Team**

Teams are the backbone of electric cooperatives. High-performing teams ensure employee safety, provide superior member service, keep costs down and ultimately provide reliable electricity to your members. Being an effective leader of a team requires the ability to leverage a wide range of personalities, skills and abilities. As a supervisor, you must be able to analyze and capitalize on team strengths, work with diverse styles and create an environment that builds collaboration. This course will teach you how to create and lead your team, identify and address team strengths and dysfunction

* **714.1 Change is Hard: Guiding Your Team Through Complex Times**

With waves of technical, social, economic and regulatory changes, electric cooperatives now find themselves operating in what the U.S. military calls a VUCA environment (volatile, uncertain, complex, ambiguous). In this environment, supervisors must adapt to – and lead – continuous change at their co-ops. The types of changes differ, yet the change process itself is predictable, and so are the ways people respond to change. Supervisors who understand the most effective techniques, and develop solid plans, for navigating their teams through complexity, chaos and confusion are better equipped to thrive in a VUCA world.

* **715.1 Building Your Co-op’s Culture: The Supervisor’s Role**

"Culture eats strategy for breakfast," is a famous quote by the late business management guru Peter Drucker. All great organizations have great cultures, and great cultures are designed intentionally, not left to chance. Organizational culture is defined as a system of shared assumptions, values and beliefs which governs how people behave in organizations. This course addresses the steps supervisors can take to help build a culture where employees trust each other, hold themselves (and others) accountable, focus their efforts on the co-op's goals and strive to continuously improve their processes.

* **716.1 Time Management and Productivity Toolkit for Supervisors**

Co-op supervisors and managers are not only responsible for completing their own work on time, they're responsible for the productivity of their team members. It's easy to become overwhelmed trying to keep track of what needs to be done when and by whom. This course covers best practices for prioritizing tasks, improving your concentration, planning workload, improving how your teams operate, and dealing with common distractions. You'll learn tools, methods and techniques to help you set goals, prioritize, schedule work and delegate tasks to enhance productivity.

For a complete course breakdown, visit [Cooperative.com](https://www.cooperative.com/conferences-education/certificates/supervisor-and-manager-development-program/Pages/default.aspx).