National Rural Electric Cooperative Association
A Touchstone Energy Cooperative

Supervisor Courses

380.05	Getting Started as a Supervisor
381.05	Personal Time Management
382.05	A Supervisor's Role in Managing Change
383.05	Maximizing Effectiveness Through Communication
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380.05 Getting Started as a Supervisor

This course will help a newly promoted supervisor get started: understand the co-op business, clarify roles and responsibilities, gain acceptance and create a long-term development plan. You'll learn the practical skills necessary to make your transition into management a success.

Key topics include –

- Differentiate between being an employee and a boss
- Clarify the roles and responsibilities of your employees
- Identify the characteristics of successful work groups
- Explore how to encourage initiative

381.05 Personal Time Management

This course will help you to analyze how you currently use your time and teach you to identify time wasters. By implementing a time management system, you'll discover how to better organize information in the co-op workplace. Determine which time management tool works best for you and begin the planning process for your next workweek.

Key topics include –

- Demonstrate how to use time logs at your co-op
- Identify tools for personal time management
- Recognize obstacles to effective time management

382.05 A Supervisor's Role in Managing Change

Participants will take a look at the causes and types of changes in the co-op workplace. In addition to addressing your role in cooperation with management, this course discusses a four-step process for managing change. You'll take away a plan for a change you'll see affecting your employees over the next year.

Key topics include –

- Recognize typical causes of changes at your co-op
- Describe the reactions most people have to changes
- Explore effective approaches to implementing change

383.05 Maximizing Effectiveness Through Communications

During this course, you'll discover your individual style of communication, identifying factors that impede or enhance your effectiveness as a supervisor. Internal, external and written communication will be discussed, including how to organize your message to ensure the content is easy to understand.

Key topics include –

- Factors that hinder or enhance communication
- Advantages and disadvantages of methods
- Written Communication
- Effective interpersonal communication

384.05 Resolving Conflict Through Negotiation

Conflict with or among employees is likely to arise for all co-op supervisors at some point in their careers. Negotiation is a proven strategy for coming to mutually acceptable agreements in conflict situations. In this course, you'll learn a three-step process to help eliminate potential hostility through effective negotiation.

Key topics include –

- Explore a process for resolving disagreements
- Describe how anger affects a person physiologically
- Identify five natural approaches to conflict resolution

385.05 Motivating Employees

Motivation can lift your employees' level of performance, increase job satisfaction and promote teamwork. This course will explore the co-op supervisor's role, value and rewards in motivation. You'll review a self-evaluation tool to help identify your motivational strengths and weaknesses.

Key topics include –

- Discuss the supervisor's role in motivation
- Explain the value and types of motivation
- Identify specific ways to motivate co-op employees

386.05 The Supervisor and Human Resources

To successfully manage co-op employees, you need to understand the human resource function and your liability with regard to employment laws. This course focuses on the co-op supervisor's role in compensation and benefits, training and development, employee and labor relations and interviewing.

Key topics include –

- Outline the functions of a human resources department
- Summarize a supervisor's human resources responsibilities
- Apply human resources knowledge in the co-op workplace
- Ensure compliance with all applicable laws and co-op policies

387.05 Tools for Effective Performance Management

Performance management involves daily activities to help the employee and supervisor create and meet development goals for both the individual and co-op. Effective performance management involves coaching, evaluation and discipline. This course discusses the best way to conduct a performance appraisal and how to use disciplinary action.

Key topics include –

- Identify the aspects and value of performance management at your co-op
- Develop day-to-day coaching skills
- Demonstrate effective evaluation skills
- Decide when to use formal discipline

388.05 Occupational Health and Safety for Supervisors

All co-op supervisors have responsibility for the safety and health of their employees while on the job. It is necessary to be up-to-date on OSHA's training requirements and standards to keep your co-op employees safe. You'll learn the health and safety rules and regulations for which you are responsible.

Key topics include –

- Identify the elements of loss control as it applies to employee safety and health including the impact on the co-op's bottom line
- Clarify the role of the supervisor in preventing unsafe acts and conditions
- Identify key regulations affecting electric co-ops, including OSHA, the National Electric Safety Code and EPA
- Explore tools for maintaining discipline
- Identify available resources for further study in loss control

Need more information - Visit Conferences & Education on Cooperative.com

For Attendance Records/Certificates – Contact
Angie Hylton at (703) 907-5656 or angie.hylton@nreca.coop

For Program Content, Course Dates and Locations - Contact
Janet Bowers at (703) 907-5622 or janet.bowers@nreca.coop