

# Supervisor 101



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**HASC is proud to offer a real-world solution for supervisor training for new, current and/or potential supervisors**

## Training Dates

**Contact HASC Customer Relations for dates in 2010**

**Supervisor 101 will begin at 8 am at HASC DEER PARK-Headquarters**

1301 W. 13th Street  
Deer Park, TX 77536  
(at Georgia and 13th Streets)

**CONTACT HASC**  
Phone

**281-476-9900**  
**888-955-SAFE**

Fax  
**281-476-9936**

Customer Relations  
**Ext. 2910**  
support@hacsc.com

**\$350/Member**  
**\$500/Non-Member**

Space is limited. All registrations for 19SUP101 are considered firm and are subject to a cancellation fee after the registration deadline.

Cost of course includes lunches & beverages for both days, professional notebook padfolio, mechanical pencil and reference guide/workbook.

## Supervisor 101 Course Description

*Supervisor 101* (19SUP101) is a two-day instructor-led course offering scenario-based learning, that creates an environment for participants to share their collective knowledge and experience. This course is designed to utilize curriculum and learning objectives that can immediately be applied in the everyday workplace, assisting supervisors of all levels with successfully resolving conflict, improving listening skills and overall daily communication.

## Supervisor 101 Overview

- Clarify supervisor roles and responsibilities
- Adjust to a new/current role with confidence
- Provide assurance the supervisor can handle the new/current position
- Understand how to effectively use different supervisory styles for different employees
- Develop techniques for giving clear and concise instructions that are understood by the employee
- Identify ways for dealing with employee challenges, such as hostility, complaints and laziness, etc.
- Understand the importance of developing good relationships with employees and peers
- Ways to be seen as fair and consistent
- Confidence in the workplace

## Supervisor 101 Outline

1. Making the Transition
2. Responsibilities of a Supervisor
3. Supervisory Styles
4. Setting Goals
5. Listening Skills
6. Asking Questions
7. Giving Feedback
8. Giving Instructions
9. Orders, Requests and Suggestions
10. Managing Conflict
11. Dealing with Difficult Employees
12. Dealing with Others
13. The Reciprocal Quality of Relationships
14. Personal Action Plan

**Register trainees for 19SUP101 by faxing the following completed form to HASC at 281-476-9936**

**HASC Account Number** \_\_\_\_\_

Company Name \_\_\_\_\_  
 Contact Name \_\_\_\_\_ Contact Phone Number \_\_\_\_\_  
 Billing Address \_\_\_\_\_  
 City, State / ZIP \_\_\_\_\_  
 Contract / Job Number \_\_\_\_\_  
 Signature \_\_\_\_\_ Email Address \_\_\_\_\_

Social Security Number	First Name	Last Name	Course Date