

UNIVERSITY OF THE PACIFIC  
CENTER FOR PROFESSIONAL  
AND CONTINUING EDUCATION



Stockton Campus

Comprehensive  
Curriculum

Expert Instructors

# Supervision Certificate Program

An engaged and productive workforce begins with your front-line supervisors. The CPCE Supervision Certificate program is specifically designed to deliver practical information, immediately applicable to the workplace that will help participants quickly develop superior supervisory skills.

Our seven class certificate program consists of:

1. **Roles and Responsibilities of the Supervisor**
2. **Dynamic Communication and Interpersonal Skills**
3. **Problem Solving and Decision Making**
4. **Converting Conflict into Positive Outcomes**
5. **Performance Assessment and Management**
6. **Legal and Ethical Issues in Supervision**
7. **Team Building and Motivation**

To earn the Supervision Certificate participants must complete all seven courses. However individual courses may be taken to simply refresh or add to already existing skill sets. Each course lasts just one day.

Upon successful completion of the University of Pacific's Supervision Certificate Program, you will...

- Communicate more effectively
- Guide employees successfully through workplace changes
- Have a better understanding of employment legal issues
- Effectively deal with difficult or challenging employee situations
- Return to the job with new insights and renewed energy
- Become a respected leader that employees are eager to work with
- Avoid many of the pitfalls that can negatively affect your career
- Benefit from an opportunity to network with other supervisors that have similar challenges and obtain tips from seasoned professionals

And so much more...

*Continuing Education Units available!*

*Program can  
be completed in  
3 months, 2 days  
per month!*

# SUPERVISION CERTIFICATE PROGRAM

The University of Pacific's Supervision Certificate Program is specifically designed to provide participants with the skills needed to direct a workforce at any level, in any industry. Participants in the program will be better equipped to make decisions, communicate clearly, resolve conflicts, control stress, and earn the trust and respect of others.

This series of interactive workshops will give you the skills you need most to succeed as a supervisor!



## COURSES & DESCRIPTIONS

### Roles and Responsibilities of the Supervisor

1

*Tuesday, September 8, 2009*

Supervisors need to have a fundamental understanding of the essential tasks of supervision: how to motivate, solve problems and keep worker performance high. This highly interactive class is designed as an introduction to the basics of supervision, providing a broad overview of the role of the supervisor. Participants will acquire tools and techniques that will help them improve productivity and enhance the efficiency of their work group.

### Dynamic Communication and Interpersonal Skills

2

*Tuesday, September 22, 2009*

Effective communication is a key skill for anyone in business, especially supervisors. In order to maximize effectiveness, supervisors must communicate both up and down the organization in a manner that builds trust, motivates others, and conveys plans, goals, and thoughts. Designed to help participants become better communicators, this course will explore a variety of topics, including:

- Obstacles to effective communication
- Methods for becoming a better listener
- Feedback
- Non-verbal communication

### Problem Solving and Decision Making

3

*Tuesday, October 6, 2009*

Organizations must learn to adapt rapidly and need to rely on supervisors who are able to solve problems in an innovative manner. Participants will examine the roadblocks to good problem solving and decision making. They will learn to apply a Creative Problem Solving (CPS) model and learn how their own preferences and styles affect both the process and the outcome.

All courses run from  
8:00 a.m. to 4:30 p.m.  
(with a lunch break 11:30-1:00)  
and are offered for .7 CEUs.

### Converting Conflict into Positive Outcomes

4

*Tuesday, October 20, 2009*

This course will provide supervisors with the tools to effectively handle workplace conflict by redirecting destructive behavior into positive outcomes. At the conclusion of the course, attendees will have a greater understanding of:

- Effective conflict management strategies
- How to control internal emotions – including anger and frustration
- How to respond to anger from others.



### Performance Assessment and Management

5

*Tuesday, November 3, 2009*

Being able to manage the performance of others is one of the most challenging tasks facing most supervisors. This course focuses on developing the ability to:

- Plan work and set objectives
- Monitor and evaluate performance
- Reward good/correct bad performance

Participants will examine the key factors in performance management and will be able to construct their own strategic plan for use at their workplace.

## Legal and Ethical Issues in Supervision

# 6

Tuesday, November 17, 2009

Supervisors, due to their pivotal role within the organization, are the first line of defense in protecting rights and preventing employee litigation. This course provides a practical overview of legal and ethical issues most critical to supervisors. It will provide tips and best-practice methods currently in use in business today. This course will not create legal experts but it will help to reduce supervisory and organizational liability and point out situations that should raise red flags. The course is designed so that legal issues are explained in layman's terms and no prior knowledge of legal verbiage is required.

## Team Building and Motivation

# 7

Tuesday, December 1, 2009

The key to successful supervision is the capacity to motivate others so that they can execute their assigned duties and responsibilities to the best of their abilities and beyond. Today's workplace demands effective supervisors who know how to foster an environment where others become self-motivated, positive and dedicated. Participants will learn to effectively use motivators and rewards that work, discover ways to deal successfully with change and current best practices in building cohesive and productive teams.

## SUPERVISION CERTIFICATE PROGRAM FEE

Individual course cost: \$283

Total program cost: \$1,981

Sign-up for all seven certificate courses today and only pay \$1,698 - you'll get one class for free! A savings of \$283!

**15% discount for businesses sending 3 or more people!**

*\*All Courses are Required for a Certificate.*

# SUPERVISION CERTIFICATE PROGRAM REGISTRATION FORM

Complete this form and register by phone, fax or mail. One person per form.

By Phone: 209.946.2424 or 800.959.5376 Fax: 209.946.3916

By Mail: University of the Pacific  
Center for Professional & Continuing Education  
3601 Pacific Avenue, Stockton, CA 95211

### Please print clearly:

1. Name: \_\_\_\_\_

First

Last

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

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Company/Organization: \_\_\_\_\_

Party responsible for payment:  Self  Employer

Payee Address: \_\_\_\_\_

Street

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

### Check Courses You Wish to Register For:

- 1. Roles and Responsibilities of the Supervisor
- 2. Dynamic Communication and Interpersonal Skills
- 3. Problem Solving and Decision Making
- 4. Converting Conflict into Positive Outcomes
- 5. Performance Assessment and Management
- 6. Legal and Ethical Issues in Supervision
- 7. Team Building and Motivation

Total Cost: \_\_\_\_\_

### Method of Payment:

Check # \_\_\_\_\_ PO/Other: \_\_\_\_\_

Visa \_\_\_\_\_ MasterCard \_\_\_\_\_ Discover \_\_\_\_\_ American Express \_\_\_\_\_

Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Authorizing signature: \_\_\_\_\_

Print signature: \_\_\_\_\_

Date

**Make checks payable to: Pacific/CPCE. (\$25 declined check fee.)**

***PLEASE NOTE: A \$25 cancellation fee will be assessed when a cancellation request is received, in writing, at least 3 business days prior to the course start date. No refund will be given to no-shows or requests received less than 3 days prior to start date.***

I have read and understand the cancellation policy above (registration will not be processed unless box is checked).

For office use only: Received by: \_\_\_\_\_ Date: \_\_\_\_\_



Center for Professional &  
Continuing Education  
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Stockton, CA 95211  
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Complete the  
Supervision Certificate  
Program in only  
3 months - Just  
2 days per month!

### *Upon completion of the University of the Pacific's Supervision Certificate Program, you will...*

- Communicate more effectively
- Understand how to motivate and inspire staff to meet established goals
- Have a better understanding of employment legal issues
- Return to the job with new insights and renewed energy
- Be more productive
- Avoid many of the pitfalls that can negatively affect your career

*...and so much more!*

Instructors for the program have been carefully selected on the basis of their in-depth knowledge of the subject matter and ability to teach adult learners. Each instructor has practical, real-world experience and outstanding presentation skills.

University of Pacific's Center for Professional and Continuing Education (CPCE) offers a wide variety of professional development and continuing education programs designed to meet your personal and professional needs. To register for the Supervision Certificate Program or to obtain a catalog with our full slate of course offerings, call 209.946.2424.

Visit us on our website at [www.pacific.edu/cpce](http://www.pacific.edu/cpce)



University of the Pacific, founded in 1851, is California's first chartered institute of higher education. Pacific's main campus, located in Stockton, is home to over 80 undergraduate and 11 graduate/professional majors, and is positioned to offer traditional and working adult students instruction during both day and evening hours. University of the Pacific is independent, coeducational, and accredited by the Western Association of Schools and Colleges (WASC).