



School of Continuing Education & Workforce Development

Short Term Certificate Programs

Supervision and Management Certificate

Program Overview: This certificate is designed for supervisors who wish to obtain a core set of essential supervisory management skills. This program is also open to employees who are interested in advancing to management.

✓ **Leadership Development**

Students will examine the challenges of leadership and the core values essential to their success as a leader. The course is especially relevant for those who wish to expand their influence across an organization, and elevate their leadership capabilities.

✓ **Recruiting and Hiring Personnel**

This course will provide instruction on how to perform an assessment of workforce, determine essential positions, create job descriptions, develop effective recruiting ads and learn innovative hiring techniques. The course is designed to instruct managers on how to ask legally permissible questions during the interview process, legally perform background and reference checks, and hire and orientate new employees.

✓ **Managing Employee Performance**

Learn how to develop and administer a performance management system, manage complaints and conflicts, implement progressive discipline, and discuss the termination process while protecting employee rights, and the rights of the employer.

✓ **Effective Communication and Presentation Skills**

Students will practice how to write letters, memos and reports, and deliver oral presentations according to current writing styles and business conventions. Instruction will also include reinforcement of English/grammar skills, team and small group communication, oral presentations, nonverbal communications.