



**Designed for first time (or newly appointed) supervisors.  
Also designed for individuals with the potential for a  
first time supervisor role.**

**Program Format:**

1. Intensive 2 day session
2. Limited to 20 participants
3. Practical curriculum that will be immediately applicable to the individuals
4. Program will center around issues and challenges that are specific to the individuals in the program
5. Highly personal and practical training session
6. Pre-reading of The Five Dysfunctions of a Team



# SUPERVISORY SOLUTIONS

## **What Supervisors Do — REALLY**

It's more than babysitting  
Bringing out the best in yourself and others

## **Difference between Leading and Doing**

Being responsible for the results of others not just your own  
Letting go and allowing others to perform at their best

## **Traits of an Effective Supervisor**

Key traits that all effective supervisors have  
Self assessment of the key traits of effective supervisors

## **Going from Peer to Boss**

10 ways to navigate the peer to boss conversion  
It's not just a new "business card" it's a new you

## **Key Competencies for Success**

Specific competencies needed to be a successful supervisor  
Evaluate your success based on the critical competencies of successful supervisors

## **5 Dysfunctions of a Team Review**

Review of the book provided as pre-reading

## **Time Management — Putting First Things First**

Focus on the important and not just the urgent

## **Managing Change**

The stages experienced during change  
Letting go of "old endings" before proceeding to "new beginnings"

## **Dealing with Difficult People**

When things don't go as planned  
Effective discipline techniques

## **Conflict Resolution**

Using conflict as an effective tool  
Understanding your tendency and approach to conflict

## **Effective Delegation and Empowerment**

Setting others up for success  
Defining clear expectations for those you lead

## **Effective Communication**

Making message sent = message received  
Navigating communication pitfalls and barriers

## **The Power of Dialogue**

Follow a 9-step process for having more effective dialogue  
Focus not on what you want to say or what they want to hear but what is relevant

## **Motivating Others**

Getting others to "rise up" and be their best  
What motivates others and how to help them achieve that

## **The Art of Getting Things Done**

4 Disciplines of execution  
Holding yourself and others accountable

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**Dates and Locations:**  
**Wednesday & Thursday**  
**April 5 & 6, 2017**  
**Colorado Rural Electric Association**  
**5400 Washington St**  
**Denver, CO 80216**  
OR  
**Wednesday & Thursday**  
**September 6 & 7, 2017**  
**Grand Valley Power**  
**845 22 Road**  
**Grand Junction, CO 81505**

**Time:**  
**8:30 a.m.- 4:30 p.m.**

**Instructor:**  
**Richard Fagerlin**

**Fee:**  
**\$950 10-11 students in class**  
**\$840 12-13 students in class**  
**\$765 14-15 students in class**  
**\$700 16-17 students in class**  
**\$660 18-19 students in class**

- The cost of the course includes all course materials
- Lunch will be provided both days
- A minimum of eight people must be registered for the course to be held. The class size is limited to 20 participants.
- Participants will be billed following the course
- The cost of this course has been discounted thanks to a donation from the Colorado Electric Educational Institute

**To Register:**

Contact Jen Hight at the CREA office  
303-455-2700 ext. 700 or email at [jenhight@coloradorea.org](mailto:jenhight@coloradorea.org)

**Registration Deadlines:**

Denver: March 24, 2017      Grand Junction: August 25, 2017

**Confirmation:**

A letter will be sent to all participants confirming their registration in the course.

**Cancellation Policy:**

Cancellations received on or before the registration deadline will receive full refunds. Cancellations received after the deadline may be billed 25 percent of the registration fee.

## Why Peak Solutions

CREA is happy to introduce Peak Solutions, a provider of learning and development solutions and consulting services for leaders and teams who desire to improve employee engagement and increase the overall effectiveness of the organization.

Peak Solutions works with organizations across the globe, providing leadership and performance solutions that awaken human potential by developing effective and engaged leaders.

Leaders have been drawn to the personal and customized approach that Peak Solutions uses to meet their specific needs. Their insightful and practical methods for organizational effectiveness and team dynamics have proven successful; leading towards high-performance that maximizes individual and organizational success.

## What We Believe

Organizational culture is the key. Your culture is a reflection of both what you permit and what you promote. The problem with this is that we don't believe that you can change culture, culture is a result of what you do.

Peak Solution's work is based on the belief that people are the key for every organization to reach its best. While strategy and action are critical, neither will be accomplished without committed people, working in their strengths with passion, commitment and engagement.

*“Our mission is to help organizations improve employee engagement and increase overall effectiveness.”*

*Richard Fagerlin  
Founder and President*

