



**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

SUPERVISORY SOLUTIONS

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

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*

