

Grow your own

It takes great people to grow and develop a great business – let us help you get from good to great! Our Lead Worker Training Program and Supervisor Certificate Program offer curriculum not just for training your employees but developing them to meet your goals and needs for today and tomorrow.



LEAD WORKER CERTIFICATE PROGRAM

The Lead Worker program is perfect for those employees who are ready to be a line lead or promoted to a supervisory position. This course provides your new and prospective employees the foundation for excelling in today's manufacturing environment. It prepares your employees for growth within your organization.

TOPICS INCLUDE:
Expectations of the Lead Worker; Coaching, communicating and productive feedback; Communicating Up; Improving Work Habits; Conflict and Resolution; Effective Digital Communications; and Generations in the Workplace

12 WEEKS ON MONDAYS
beginning 1/9/17;
morning sessions
9:30 a.m. – 11:30 a.m.
OR evening sessions
6:00 p.m. – 8:00 p.m.

**\$610 Chamber Members;
\$660 not-yet Chamber Members**

SUPERVISOR CERTIFICATE PROGRAM

This program consists of three modules, providing new and prospective supervisors the foundation for excelling as a supervisor in today's manufacturing environment. All three modules must be completed to receive the Series Certificate of Completion.

PRINCIPLES OF SUPERVISION (MODULE I):

TOPICS INCLUDE: **The Supervisor's Role in Management; EEO & The Law; Understanding Yourself & Others (DISC assessment); Communication & Listening; Understanding Groups & Developing Teams; Emotional Intelligence, Part 1 & 2; and Managing a Diverse Workforce.**

8 WEEKS ON TUESDAYS

beginning on 1/10/17

\$545 Chamber Members; \$595 not-yet Chamber Members

MANAGING PERFORMANCE & DEVELOPING

EMPLOYEES (MODULE II):

TOPICS INCLUDE: **Motivating & Recognizing Employees; Developing & Coaching Others; Delegating Effectively; Creating Performance Standards & Documenting Performance; Providing Performance Feedback; and Conducting Performance Reviews**

6 WEEKS ON WEDNESDAYS

beginning on 3/15/17; morning sessions 8:30 a.m. – 11:30 a.m.

\$545 Chamber Members; \$595 not-yet Chamber Members

LEVERAGING WORKPLACE RELATIONSHIPS FOR ORGANIZATIONAL SUCCESS (MODULE III):

TOPICS INCLUDE: **Effective Disciplinary Action; What's Wrong with You? Conflict Management; Communication for the 21st Century; and Problem Solving & Decision Making**

4 WEEKS ON THURSDAYS

beginning 2/2/17; morning sessions 8:30 a.m. – 11:30 a.m.

OR evening sessions 6:00 p.m. – 9:00 p.m.

\$545 Chamber Members; \$595 not-yet Chamber Members



OUR TRAINING PROGRAMS MAY QUALIFY FOR WEDNET FUNDING!

Contact Mark Dolinski, Director of Business Services at mdolinski@greaterreadingchamber.org or 610-898-8386 for additional training information.

register online at www.GreaterReadingChamber.org