

# Workforce Management

## How to Become a Highly Successful Manager: Essential Supervisory Skills

**When:** September 1, 8 and 15; 8:30 a.m. to 12:00 p.m.

**Where:** 200 West Oak Street, Fort Collins  
(1<sup>st</sup> Floor Boyd Lake Room)

**Cost:** \$225 (three-part series, includes work materials)

**Register:** [Manager Training Series](#)

**Instructor:** Paulette Hansen, The Neenan Company

Join supervisors from every level of an organization as they master team performance management, trust, commitments, conflict, and other basics essential to effective leadership in all industries and business sizes.

Participants in this workshop will achieve these outcomes:

- **Performance Management** - Deliver and document feedback to coach employees toward success based on facts and observable behaviors
- **Interviewing** - Learn behavioral-based interviewing techniques to hire staff that fit your organization's culture
- **Trust** - Identify intentional actions that build or re-build trust
- **Manage Commitments** - Manage your time effectively by making and securing reliable commitments through actionable complaints and apologies
- **Navigate Conflict** - Identify patterns of predictable responses to

elevate

Leadership and Workforce Development Training

