



PennState
Scranton

Center for
**Business Development
& Community Outreach**



SUPERVISORY WORKSHOPS

Taught by Penn State professionals who have real world experiences and have their pulse on what is needed in today's work environment. This eight-week program is designed for participants who want to explore topics that will help in their workplace, career, and personal life. In partnership with Workforce Alliance, Penn State Scranton will begin the workshops in April 2024. This is a great opportunity to share experiences with others in all types of occupations. These workshops are highly interactive and all materials will be provided.

Workshop Topics

- Meeting Supervisory Responsibilities
- Communicating Effectively
- Building Work Relationships
- Leading Others
- Setting the Stage for Excellent Performance
- Clarifying Expectations and Observing Performance
- Coaching and Providing Feedback
- Dealing with Challenging Performance Situations

Program Overview

Meeting Supervisory Responsibilities - April 10

Designed to help participants understand their roles and responsibilities and begin developing the competencies and practices associated with effective supervision.

Communicating Effectively - April 17

Key concepts of interpersonal communication including the process model, verbal and nonverbal elements, communication barriers and problems, listening skills, and the supervisor's responsibilities for keeping employees informed.

Building Work Relationships - April 24

Focus on examining and improving the quality of work relationships.

Leading Others - May 1

Includes two important areas where supervisors enact leadership
- giving direction and delegating responsibility.

Setting the Stage for Excellent Performance - May 8

Motivation and guidelines for supervisory practices that contribute to a motivational climate are highlighted, with exercises designed to increase your understanding the scope of supervisory responsibilities.

Clarifying Expectations and Observing Performance - May 15

Increase participant skills and use of effective processes in clarifying performance expectations and collecting performance-related information.

Coaching and Providing Feedback - May 22

Models and exercises involve participants in identifying causes of performance problems and selecting actions to bring about performance improvement.

Dealing with Challenging Performance Situations - May 29

Focuses on how supervisors can help employees move from having poor performance or inappropriate behavior to being productive members of the organization.

Cost of program: \$600

Thursday Mornings 9:00 a.m. - Noon

The Stourbridge Project located at 646 Park St. Honesdale, PA 18431

If you are working towards a Penn State Supervision Essentials Certificate, all participants must take these eight workshops towards the 16 modules workshop requirement. The remaining eight workshops will be offered in Fall 2024.

**Contact us at 570-963-2600 for registration information or email
scrantonoutreach@psu.edu**

Penn State reserves the right to cancel programs due to low-enrollment

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