

## **Supervisory Skills II (12 hours)**

This course continues covering the key areas of management begun in Supervisory Skills I. Subject matter: 1) Management of People focuses on personality styles. Individually we have a particular personality type. The type or style gives insight into our preferred methods of relating with others as well as our need for control regarding task completion and inter-office interaction. As critical as it is to understand ourselves, it is equally important to know the personality styles of the individuals we work with. 2) Management of Relations focuses on how to create peer to peer interaction in the workplace. 3) Management of Communication takes that one step further by providing steps to whole messages. These three areas round out the necessary components for best practice of efficient use of people, equipment, time and money.

### **Credit Hours (12) count toward:**

County Assessor Certification

County Commissioners Advanced I Certification

County Clerk Advanced I/II Certification Discretionary Hours

County Court Clerks Certification

County Treasurer Advanced II Certification

### **Testimonials from Participants**

- “Learned what type of person I am as well as my coworkers and why we act and react to situations.”
- “Found out something about me that I wasn’t aware of.”
- “Informative and entertaining. Motivate an individual to not only take the time to get to know the people you work with but look at yourself to determine how all can work together well.”
- “It really helped understand my employees’ personalities.”
- “This has been the most informative and enjoyable course I have taken so far.”

### **Course Outline**

- I. Personality Style Assessment
  - Control Issues: Direct and Indirect Behaviors
  - Affiliation with People: Open and Self Contained Behaviors
  - Behavioral Tendencies based on Style
  - Workplace Effectiveness based on Style
- II. Management of Relations
  - Transactional Analysis: establishing healthy peer to peer interaction
  - Motivational Factors
- III. Management of Communication
  - Process of Communication
  - Whole Messages
  - Listening Skills
- IV. Violence in the Workplace