

# Supervisory Skills

*A Certificate Program for  
Public Power Professionals*



*Spring, 2009 - Fall, 2009  
three sessions  
offered in two locations*

## **About the Program**

Supervising other individuals represents the most basic, and often the most challenging, responsibility of management in any organization. The skills required for effective supervision are fundamentally different from those of non-supervisors, and must be learned and practiced in a manner similar to other technical or professional skills. To assist its members in this important area of employee training, NEPPA is pleased to announce its Supervisory Skills Certificate Program.

Whether you have recently been promoted to your first managerial position, or have been on the job for a while without formal supervisory training, this concentrated, comprehensive program moves you quickly and efficiently through three successive stages of building managerial competencies. Offering a blend of management theory and practical tools and techniques, the program is designed to help public power administrators sharpen their existing skills and acquire new ones.

The program will consist of three one-day sessions (one day a week for three weeks), and will culminate in a NEPPA Supervisory Skills Certificate to be awarded at the completion of the program. The objective is to help public power professionals keep their departments functioning effectively while providing leadership and guidance for the individuals they supervise.

### **Three sessions:**

Sessions will run from 9:30 a.m. to 3:30 p.m. one day a week for three consecutive weeks at two locations. Lunch will be provided.

The Chocksett Inn, Sterling, Mass.  
*April 14, 21, and 28*

Golden Eagle Resort, Waterbury, Vt.  
*October 20, 27, and November 3*

## **About the Instructor**

Rockie Blunt is NEPPA's new director of training and education. Rockie, who previously operated his own management training and consulting firm for many years, has extensive experience in supervisory skills training. In his work with banks and financial institutions, municipalities and state agencies, libraries, healthcare organizations, manufacturers, nonprofit agencies and academic institutions, he has built a reputation as an informative and entertaining presenter who creates a relaxed, interactive style in the classroom that puts learners at ease and ready to build their skills.

Participants are required to attend all three classes to receive certificates.

### **Fees**

Cost per person for all three classes:

Members	<b>\$ 800</b>
Non-Members	<b>\$ 1200</b>



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*The first session introduces you to the most important responsibilities of a supervisor and shows you how to apply them for the benefit of your staff and your department.*

*In session two, you will learn to bring out the best in your staff by giving them positive guidance, maximizing their potential, and convincing them of their worth to the organization.*

*Being a supervisor also means taking actions - making decisions, solving problems, managing change - that impact your department and organization. These issues are taken up in session three.*

## **SESSION I**

- \* Transitioning to Management
- \* The Four Duties of a Supervisor
- \* Supervising Former Coworkers
- \* Communicating with Different Personalities
- \* Managing Your Time and Getting Organized
- \* Delegating and Giving Instructions

*April 14, 2009      Massachusetts      9:30 am to 3:30 pm*  
*October 20, 2009      Vermont      9:30 am to 3:30 pm*

## **SESSION 2**

- \* Coaching and Motivating Your Staff
- \* Managing Different Generations and Cultures
- \* Dealing with Harassment
- \* Delivering Feedback Successfully
- \* Conducting the Performance Appraisal

*April 21, 2009      Massachusetts      9:30 am to 3:30 pm*  
*October 27, 2009      Vermont      9:30 am to 3:30 pm*

## **SESSION 3**

- \* Making Effective Decisions
- \* Dealing with Poor Performance
- \* Promoting Teamwork
- \* Dealing with Change

*April 28, 2009      Massachusetts      9:30 am to 3:30 pm*  
*November 3, 2009      Vermont      9:30 am to 3:30 pm*

## ***Fees***

Cost per person for all six classes of this program:

Members                   **\$ 800**

Non-Members           **\$ 1200**

To maximize the program benefits to all participants, enrollment is limited. We encourage early registration to guarantee your seat in the program. Mail or fax registration no later than **February 20** to:

Northeast Public Power Association  
100 Medway Road, Suite 201  
Milford, MA 01757  
FAX: (508) 482-0932

## ***Registration***

### ***Supervisory Skills***

Name \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

\_\_\_\_\_

Utility \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

I will attend at the following location:

Massachusetts

Vermont

If questions, contact Sharon McDonald at  
(508) 482-5906, or [smcdonald@neppa.org](mailto:smcdonald@neppa.org)

**You can also register at [www.neppa.org](http://www.neppa.org)**

### ***Cancellation Policy***

Cancellation of registration must be received no later than a week prior to the start of classes. After that date, some fees will be charged for expenses incurred by NEPPA.