

MUSKOGEE CAMPUS

SUPERVISORY ACADEMY I



Employees don't quit their jobs, they quit their managers.

Lead and be the manager employees want to work for and engage with.
Topics covered in this course:

- True Colors Personality Assessment
- ABCs of Supervision
- Communication Strategies
- Stress Management
- Delegating & Coaching/Mentoring
- Problem Solving & Decision Making
- Conflict Resolution
- Human Resources Training for the Non-HR Professional
- Building High Performance Teams
- Leadership Training Wrap Up & Graduation

What our customers say...

"I feel this course has given our supervisors the ability to more effectively handle interpersonal relationships and prevent conflict in the workplace"
Shane McCullough, Captive Aire, Plant Manager. *"We had an effective and personable instructor that provided our plant supervisors with real-world instruction we can use."*



AUG 14-DEC 11 | 8AM - NOON

2403 N. 41st Street East, Muskogee, OK

\$437, materials & graduation lunch included

CONTACT TO REGISTER

April C. Murelio, Industrial Coordinator, Office & Operations

April.Murelio@ictctech.com | 918-348-7945



Instructor: Phyllis A. Spriggs, SHPR, SHRM-SCP, is a certified Human Resource professional. Phyllis draws on 30+ years of leadership experience in all aspects of human resources, organizational development, sales, and marketing with nonprofit, small business and corporate organizations. Phyllis has worked in the manufacturing, healthcare, hospitality, and travel industries. She enjoys coaching, advising, developing managers and employees, and creating processes to enhance employee leadership and engagement, develop positive work environments, and make businesses stronger.



Instructor: Dode Warrington Barnett has a passion for helping people grow through training, education, and professional development. Dode's skills and experience include management, performance analysis, and customer service. She serves on the Tulsa Regional STEM Alliance executive committee and focuses on underrepresented minorities in science, technology, engineering, and mathematics. Dode is also a member of the Oklahoma Native American Juvenile Justice Task Force, promoting programs that assist at risk Native American youth. FranklinCovey® Certifications: • 5 Choices of Extraordinary Productivity • 7 Habits – Foundations • 7 Habits – Managers • 7 Habits – Signature • Leaders@Change • Leadership Foundations • Speed of Trust