

# **Academy of Continuous Education A.C.E**

**Training Institute  
3-4 hour classes-Skill Oriented**



## **Primary Core Offerings**

- ❑ Role of The Supervisor: What is Actually Expected?**
- ❑ Understanding Ourselves As Supervisors: I Am Who They See!**
- ❑ Communication Techniques: It Doesn't Happen Automatically!**
- ❑ Performance Evaluation: It's More Than A Form**
- ❑ Discipline & Documentation: How To Do It!**
- ❑ Getting Things Done: Gaining Closure**
- ❑ Client/Employee Contact: It's More Than Being Nice**
- ❑ Coaching For Success: A Role Revisited**
- ❑ Counseling For Results: Getting People To Do What They Need To Do!**
- ❑ Personnel Potpourri: It's All About People!**
- ❑ Managing Conflict Within The Workforce**
- ❑ Creating A Harassment-Free Environment**
- ❑ Celebrating Our Differences**

## **Advanced Supervisory Offerings**

- ❑ **Action Plans: Achieving Accountability**
- ❑ **Acknowledging & Praising Employees**
- ❑ **Customer Service: Making The Transition From Regulator To Enabler**
- ❑ **Dealing With The Difficult In All Of Us!**
- ❑ **Ethical Decision-Making: The Public Trust**
- ❑ **Facilitation Skills**
- ❑ **Generating Ideas: Unleash Creativity and Empower Your People!**
- ❑ **Me and We: Status Myths For Supervisors**
- ❑ **Positive Mental Attitude-PMA**
- ❑ **Problem Solving: Navigating Around The Decision Traps**
- ❑ **Time Management: If We Only Had More Time!**

## **Management Offerings**

- ❑ **Building A Customer Driven Organization**
- ❑ **Raising The Bar: Moving To New Heights of Productivity**
- ❑ **Self-Directed Teams: At Least I Think I Want That!**
- ❑ **Performance Management: A New Discipline For The New Century**
- ❑ **Leadership and Motivation: Merging Leading With Inspiring**
- ❑ **Constructive Action Team: Putting The CAT To Work For You**
- ❑ **Managing Meetings: Why Some Work and Others Don't**
- ❑ **Managing The Change Process: Helping Others Adapt To Change**