

It is the mission of Western Illinois University, Training & Development to assist employees in the discovery of their value and uniqueness as individuals and professionals. By encouraging employees to participate in a variety of learning opportunities, they are afforded choice and control – both of which serve as strong sources of motivation. Employees will be offered the means to grow as individuals, and to increase their contribution to the university.



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# WIU

## Training & Development



Professional  
Supervisor  
Training

### Certificate Program

## OPPORTUNITY KNOCKS!

You are in a new supervisory role ~ now what? Acquire the skills that will enable you to effectively lead your team. Communicate through conflict, increase motivation and watch efficiency soar! Are you a seasoned supervisor? Learn new techniques that will sharpen your abilities and renew your enthusiasm!

In addition, familiarize yourself with policies and procedures such as the audit process, hiring and corrective action.

Take advantage of this chance to grow as a professional and increase your contribution to the university. Don't just supervise – be a leader!

LEADERSHIP	Thursday, September 24, 2009 9:00am – 12:00pm Capital Room Facilitator: Jude Kiah
COMMUNICATION	Friday, November 6, 2009 9:00am – 12:00pm Sandburg Lounge Facilitator: Dr. John Miller
TEAM BUILDING	Tuesday, January 19, 2010 9:00am – 12:00pm Capital Room Facilitator: Jude Kiah
COACHING PERFORMANCE	Tuesday, February 9, 2010 9:00am – 12:00pm Cardinal/Oak Rooms Facilitator: Jennifer Prinz
DELEGATING	Thursday, March 11, 2010 9:00am – 12:00pm Sandburg Lounge Facilitator: Brad Stoefen
CONFLICT MANAGEMENT MANAGING COMPLAINTS	Thursday, April 8, 2010 9:00am – 12:00pm Capital Room Facilitator: Dr. John Miller

### HOW THIS WORKS

Participate in the six core sessions and select two electives to complete the full certificate program. Join facilitators including Jude Kiah, Dr. John Miller, and Anita Sells for interactive sessions that will provide supervisors with valuable theories, tips and techniques, as well as encourage discussion and networking among supervisors.

**Class size is limited, so REGISTER NOW!**

Contact Sharon Chenoweth at 298-1971 or [e-mail: chenoweth@wiu.edu](mailto:chenoweth@wiu.edu) or visit [www.wiu.edu/hr/training](http://www.wiu.edu/hr/training)

## ELECTIVE

HARASSMENT/ DISCRIMINATION	Friday, October 30, 2009 9:00am – 11:00am Capital Room Facilitator: Andrea Henderson
INTERVIEWING	Tuesday, November 10, 2009 9:00am – 10:30am Cardinal/Oak Rooms Facilitator: Anita Sells
MEETING MANAGEMENT	Wednesday, December 9, 2009 Capital Room 1:30pm – 3:30pm Facilitator: Anita Sells
THE AUDIT PROCESS	Wednesday, January 13, 2010 9:30am – 11:00am Cardinal/Oak Rooms Facilitator: Linda Farr
DEVELOPING GOALS & EXPECTATIONS	Thursday, February 18, 2010 6:00pm – 8:00pm Capital Room Facilitator: Jeff Uddin
LIFE MANAGEMENT	Tuesday, March 23, 2010 9:00am – 12:00pm Capital Room Facilitator: Jude Kiah
CIVIL SERVICE 101	Wednesday, April 14, 2010 9:30am – 11:00am Cardinal/Oak Rooms Facilitators: Stuart Clauson Diane Sayers
SUPPORTING CHANGE	Thursday, April 29, 2010 9:00am – 12:00pm Sandburg Lounge Facilitator: Denise Hollonbeck
CORRECTIVE ACTIONS	Thursday, May 6, 2010 9:30am – 11:00am Cardinal/Oak Room Facilitator: Pam Bowman

## CORE