

# First-line Supervision

A VMA-Honors System Class

Hosted by

## Benton Harbor Department of Public Safety

Held at the Lake Michigan College, 2755 E. Napier Ave, Benton Harbor, Michigan 49022

from 8am-4pm on September 12, 2024 (MCOLES/302)

This course takes the position that the responsibility for quality-control enforcement in an organization depends on the loyalty and abilities of its first-line supervisors. **Effective supervisors are those that know when to motivate, when to lead, when to discipline, when to be subordinate, and when to just get out of the way.**

### Performance Benefits

- Learning to motivate people
- Learning how to deal with daily conflict
- Learning how to balance supervision and friendships
- Learning to lead by example
- Improve supervision skills to become a better leader
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### Attendees are taught:

- The legal and fiduciary responsibilities of a first-line supervisor
- How to build a positive Supervisor-to-Subordinate relationship
- How to apply basic principles of employee motivation, leadership and performance management to day-to-day performance problems
- How to establish accountability with the difficult employee
- How to conduct a Problem-Solving conference and document a plan for performance improvement
- How to complete a Critical Incident Report that documents an employee's performance problem



“Measure Performance not Performers

Students receive a class outline, model forms, rules, and certificate of attendance. (Class size is limited, please register early)

**Regular Tuition: \$200 first registrant/\$180 each additional (PO's Vouchers, postmarked on or after September 7, 2024)**

**Prepaid Tuition: \$180 first registrant/\$160 each additional (All cc payments and checks postmarked by September 6, 2024)**

**P.O.'s, Vouchers, Claims, DOJ accepted but does not guarantee tuition rate**

Or call 800.331.8025 Or Email: [vanmeterassociates@att.net](mailto:vanmeterassociates@att.net) Register Online: [www.vmanet.com](http://www.vmanet.com)

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