

Second Year Course Descriptions

2008 Supervisors' Management School

- #211** **Eastman/
Zimmermann** **Understanding Organizational Behavior: Group Exercise (2 hrs.)** In this interactive group exercise, you will experience behaviors present in every organization. Here, the word *organization* is interpreted as a process which involves people, because people create organizations to accomplish tasks that individuals cannot do alone. During a focused, post exercise discussion, examine why supervisors need to be aware of those principles and behaviors and how to respond to them.
- #225** **Fields** **Customs & Cultures: A Celebration (2 hrs.)** Learn to appreciate the cultural differences of your diverse workplace. Knowing your work community and their ethnic backgrounds will help you manage your staff and community fairly and openly. Discuss customs and practices of several ethnic groups and gain key ideas to understand, accept and celebrate the differences of others
- #236** **Eastman** **Howdy Doody to SpongeBob-Managing Multiple Generations (2 hrs.)** Each generation forms core values that remain with them throughout their life, based on events and circumstances that surrounded them during their youth. Identify generations in your workplace and define each generation's values and how they are motivated. Determine creative ways to manage employees based on generational influences.
- #238** **Fields** **Managing Personal Stress (1.5 hrs.)** If you do not learn to manage stress it will manage you. De-stressors can be quick, efficient, and fun. Take charge of how you react to change, overwork, and disagreeable situations on and off of the job. Books, magazines, and counselors have a place in a stressful world, but not in this class.
- #241** **Ochromowicz** **The Art of Persuasion and Negotiation (2 hrs.)** Identify key elements of persuasion and negotiation. Examine and practice specific techniques and tips to effectively negotiate in a friendly and/or unfriendly environment.
- #242** **Chambers** **Meeting the Challenge of Change (2 hrs.)** Explore the role of managers and supervisors in a changing workplace. Learn the importance, as leaders, to adopt a "modeling" paradigm regarding change through a discussion of resistance to change and how to we navigate through it.
- #244** **Ochromowicz** **Conflict and Violence in the Workplace (1.5 hrs.)** Understand causes of conflict and violence in the workplace. Discover how to effectively address and manage conflict by identifying various types of workplace violence and learning prevention measures.

#246 **Coaching Difficult Employees (2.5 hrs)** This course will help supervisors identify behavior and performance trends before they become too overwhelming to handle. Supervisors will understand how to resolve behavior issues and reverse performance problems in a tactful, fair and legal manner. Practical examples will be demonstrated on various forms of positive discipline techniques to get the best out of your employees. Supervisors will learn how to influence positive change in negative employees and recognize employees with possible mental health issues.
Bray

#295 **Our Profession in 2020 (2 hrs.)** This class will briefly review the past of recreation management and explore where management is going in the future. Group discussion will focus on evolution of change in our profession and identify indicators influencing this change. The goal of this class is to create an understanding of what are the real true issues that will affect us as future park and recreation professionals and to prepare ourselves to be able to recognize change to provide services that will make a difference for the people that we serve.
Kirbach

#296 **Budgeting – for Impact and Influence (2 hrs.)** This course will examine different budgeting formats used by municipalities across the country and the politics associated with the process. Supervisors will take away practical tools to use to assist them in developing operating and capital budgets. They will examine how projections are determined based on various means of land acquisitions, capital improvement projects and other mandates. A comparison and contrast will demonstrate effective and ineffective techniques used by many agencies. Participants will have hands on experience with developing effective strategies and impact statements to better justify and convince decision makers of funding needs.
Bray

#297 **Planning for the Unexpected (1.5 hrs)** It's never too early to plan for an emergency. Learn the steps to follow before a crisis occurs. Identify key steps in the process, train your staff to handle situations, and present the facts. Compare examples of plans, and design the one that works best for your facility. Know what to say or do when the media approaches you. Do not get caught in the middle of "he said", "she said" or the Internet video war (You Tube). Be prepared!
Ramos

#298 **Legal Liabilities: "CYA" (1 hr)**. A practical approach to preventing negligent actions that can result in costly damages to your agencies. Case studies will be used to discuss ways to prevent potential law suits along with a formula to define how tort liability can occur.
Bozzo

Open Forum An Open Forum is scheduled for each section of year 2. The forum is designed to allow students to discuss any work related issues they have. This time provides an opportunity for networking with others in your professional with same or similar situations.