

PROFESSIONAL DEVELOPMENT



**Pennsylvania
College of Technology**
A Penn State Affiliate

SUPERVISOR APPRENTICESHIP



INVESTING IN SUPERVISORS INCREASES OUTPUT AND EMPLOYEE RETENTION,

reduces conflict and waste, and enhances teamwork and employee engagement. This twenty-module program is a comprehensive, instructor-led, competency-based program that covers the complete spectrum of essential supervisory skills.

The apprenticeship is designed for new or aspiring team leaders or for experienced supervisors who have never received formal training. This 70-hour program develops front line supervisors, team leaders, and prospective supervisors into valued leaders.



Program Features



PARTICIPATE from any location utilizing Penn College's iris system



LEARN the full array of skills supervisors need to be successful



MASTER required on-the-job competencies



REINFORCE learning concepts through relevant, experiential activities



ELECT to earn an industry-recognized certification with successful completion of the apprenticeship

FRONT LINE SUPERVISOR APPRENTICESHIP

SUPERVISORY FUNDAMENTALS

- ◇ Understanding Supervisory Roles and Functions
- ◇ Fostering Effective Communication
- ◇ Building Collaborative Interpersonal Relationships
- ◇ Promoting Contemporary Leadership Practices

PERFORMANCE MANAGEMENT

- ◇ Creating a Climate of Motivation and Engagement
- ◇ Shaping Performance Expectations
- ◇ Developing Performance Coaching Techniques
- ◇ Addressing Difficult Performance Situations

TEAMWORK AND COOPERATION

- ◇ Understanding Team Roles and Responsibilities
- ◇ Developing Team Skills and Processes
- ◇ Resolving Team Challenges
- ◇ Enhancing Influence and Negotiation Skills

WORKPLACE CHALLENGES

- ◇ Applying Systematic Problem Solving
- ◇ Implementing Time and Priority Management
- ◇ Facilitating Effective Meetings
- ◇ Understanding and Resolving Conflict

WORKPLACE IMPROVEMENT

- ◇ Framing Customer Perceptions and Expectations
- ◇ Creating a Culture of Continuous Improvement
- ◇ Identifying and Implementing Improvement Initiatives
- ◇ Presenting Initiatives with Confidence



Penn College is approved by the PA Department of Labor & Industry as a sponsor of apprenticeship programs.

pct.edu/workforce

Workforce Development
Pennsylvania College of Technology
One College Avenue
Williamsport, PA 17701

workforce@pct.edu
570.327.4775
Penn College operates on a nondiscriminatory basis.

