



Center for Leadership Development

Supervisory Development II: Learning to Lead

Effective government managers need to supervise and lead to be successful. This course will develop your capacity to move employees from performance compliance to commitment for excellence!

- Explore the concepts of employee motivation and engagement.
- Identify and practice the critical communication skills to engage in performance feedback and coaching for excellence.
- Explore the origins of conflict and develop effective skills for managing conflict as a supervisor.
- Network and learn from peers in other federal agencies facing the leadership and supervision challenge.



Expand Your Knowledge and Skills to Become a Successful Leader

Supervisors will gain valuable insights into workplace motivation and employee engagement and adapt skills based on these insights into their leadership approach. This week-long course can be combined with Supervisory Development I for a two-week immersion course that will integrate leadership with the nuts and bolts of supervision.

Please note: This seminar meets the requirements of CFR 412 requiring training for all new supervisors in mentoring skills and improving employee performance and productivity.

CORE DEVELOPMENT

COMPETENCIES

- Interpersonal Skills
- Developing Others
- Conflict Management
- Oral Communication
- Leveraging Diversity

TUITION

\$3,400 Residential/\$2,550 Non-Residential/\$2,000 Online

Tuition at EMDC–Shepherdstown includes meals and lodging.

DATES

Nov 3–6, 2014EMDC–Shepherdstown
 Mar 23–26, 2015EMDC–Union Square
 May 26–Jun 26, 2015 Online
 Jun 8–11, 2015EMDC–Union Square
 Jul 27–30, 2015Chicago, IL
 Sep 21–24, 2015WMDC–Denver

LOCATIONS

EMDC–Shepherdstown, WV
 239 Lowe Drive
 Shepherdstown, WV 25443

This training facility is 70 miles from Washington, DC in the Blue Ridge Mountains above the Potomac River.

EMDC–Union Square
 999 North Capital Street, NE
 Washington, DC, 20002

This training facility is located in Washington DC’s thriving NoMa submarket, just blocks from Capital Hill and Union Station.

Ralph H. Metcalfe Federal Building
 77 W. Jackson Boulevard
 Washington, DC, 20002

For class schedule, please go to [HTTPS://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=125](https://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=125)

“The course equipped me with tools that will enable me to get quality performance out of civil servants.”

Register Now for Supervisory Development II: Learning to Lead

This course is designed for new frontline supervisors and existing supervisors who have not yet participated in formal leadership development. It is also recommended for frontline supervisors who need a refresher course to understand and refine their approach to leadership.

It may be completed as a stand-alone course week or as a two-week experience when combined with Supervisory Development I: Fundamentals. When taken together, the weeks do not have to run consecutively.

Leadership Begins With Supervisory Development

- Understand the concepts of workplace motivation and employee engagement and adapt these to your leadership approach.
- Understand the different ways people learn, think, and conceptualize and modify your style in the interest of working most effectively with others.
- Learn strategies to shift from impasse, to resolution, to transformation in workplace conflicts.
- Explore and practice the distinctions between feedback for performance management and coaching for excellence.
- Apply and practice these skills to real workplace scenarios and develop strategies for applying learning to the workplace.

CLD's Customer Service number is changing!

Reach us after 12/12/2014 at 202-606-0008

“This training has inspired me to be a better supervisor, to help the employees I supervise succeed and to share the tools I learned this week.”

ACADEMIC CREDIT

2 upper level Baccalaureate or 2 Graduate credits may be available upon completion.

LEAD

This course meets the requirements for the Supervisor level of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to <http://clidcentral.usalearning.net/mod/page/view.php?id=249>

RECOMMENDED PRIOR COURSES:

Supervisory Development 1: Fundamentals

SUGGESTED FOLLOW-ON COURSES

Conflict Resolution Skills

Managing the Flexible Workplace

Management Development: Leading from the Middle

To register, please visit [HTTPS://LEAD-ERSHIP.OPM.GOV/PROGRAMS.ASPX?C=125](https://lead-ership.opm.gov/programs.aspx?c=125)

Three Ways to Register

1. Register Online at <http://leadership.opm.gov>

Initiate course registration with your Government Purchase Card payment, the fastest way to reserve your space. Use your own agency-specific procurement forms. Once we have received your payment, you will receive confirmation within two business days.

2. Fax a Registration Form found online. This form can be used for courses at the Federal Executive Institute or Management Development Centers.

3. Contact a Representative Customer Service Office:

Toll Free: 888-676-9632

Phone: 304-870-8008

Fax: 304-870-8078

TDD/TTY 304-870-8066



UNITED STATES OFFICE OF
PERSONNEL MANAGEMENT

<http://leadership.opm.gov>

Customer Service Office

888-676-9632 or 304-870-8008

TDD/TTY: 304-870-8066

Fax: 304-870-8078

e-mail: register@opm.gov