

# Supervisory Skills Training Series Webinars

**March 6, 13 and 20, 2024: Participants can choose to take just one or all three courses in this training series.**



## Series Description:

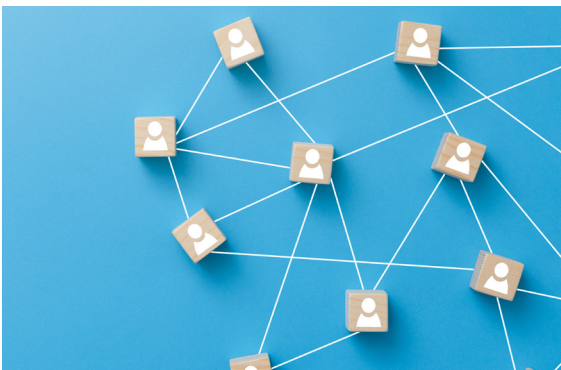
Some organizations take the time and manpower to mentor and “grow” supervisors; many do not. This course is designed to address some of the numerous skill areas needed to assist you in becoming supervisors with the confidence to lead. Each of the three sessions is designed to address specific areas; therefore, participants can take all three sessions, two sessions, or one session. The sessions can benefit current supervisors, future supervisors, and non-supervisors. The webinars will consist of lecture material, question/answer exercises, videos, and case studies. For those attending all three sessions, you will be given a few questions to ponder between sessions as you head back to your workplace.



## Supervisory Skills Training Session 1: What Makes a Supervisor?

**Wednesday, March 6, 2024 // 9:00 am – 12:15 pm**

Most people are not born to be supervisors. The good news is that one can learn skills to assist in successful supervision. This session will address the following areas: organization mission and culture; supervisory styles; characteristics of effective supervisors; common mistakes supervisors make; the “sandwich dilemma” – up and down the chain of command.



## Supervisory Skills Training Session 2: Key Concepts: Communication, Change, Motivation

**Wednesday, March 13, 2024 // 9:00 am – 12:15 pm**

Communication is the linchpin of supervisory skills. Having a clear understanding of the process of communication will assist supervisors in navigating their role on a daily basis. Wednesday 2 will address: a model of communication, listening skills, communication barriers, communication and change, and motivating employees.



## Supervisory Skills Training Session 3: Am I On a Different Planet? Conflict and Difficult People

**Wednesday, March 20, 2024 // 9:00 am – 12:15 pm**

Work places are not always calm and collected. Conflict, as well as difficult people, can create mayhem. Embracing conflict is critical in building a cohesive team and helping staff learn to manage differences with respect and honesty. Wednesday 3 will focus on: defining conflict, learning conflict management skills, understanding needs and expectations, and dealing with difficult behaviors.

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## Target Audience

Social Workers, Counselors, Therapists, Nurses, Case Managers, Allied Health Professionals, and Any Other Interested Professionals Working in or anticipating to be in Supervisory Positions



## Registration Information

### To Register:

Visit [www.upstateahec.org](http://www.upstateahec.org), click on the CE Tab > Live Courses > March  
For registration issues, please call 864.349.1160.

### Program Fees:

FREE for AHEC Consortium Members // \$30 (each session) for non-Consortium Members

A link + directions will be sent to all registered participants 1-2 days prior to the program to log into Cisco WebEx. Please ensure you have the correct email entered into our system when completing the registration process.



## Instructors

### Francine (Cookie) Muscarella

Cookie Muscarella holds a Bachelor's and Master's degrees in Social Work from SUNY at Buffalo, New York. She has worked as a therapist with numerous populations to include: the mentally ill; active duty service members and their families; veterans and their families; adolescents and children; and families. She served as a supervisor and an agency director while working for the Department of Defense. She is the owner of Consulting Solutions & Associates, a consulting and training firm focusing on work place issues. As a trainer and consultant, she has worked for approximately 20 years developing and presenting curriculum and assisting organizations in employee development. She has taught numerous courses for the University of South Carolina, College of Social Work. She ran a catering business and a bed and breakfast as a hobby.

### ANCC Disclosure Statement:

Upstate AHEC's conflict of interest policy requires faculty to disclose any real or apparent commercial financial affiliations related to the content of their presentations/materials. The speaker has signed a vested interest form declaring no conflict of interest in education activity. Provisions of this educational activity by Upstate AHEC does not imply endorsement by Upstate AHEC or ANCC of any commercial products displayed in conjunction with this activity.



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## Continuing Education Credit

**Licensed Nurses:** This nursing continuing education activity awards **3.0** contact hours upon successful completion. Upstate AHEC is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. [www.nursecredentialing.org/accreditation.aspx](http://www.nursecredentialing.org/accreditation.aspx)

**Licensed Professional Counselors and Therapists:** This program has been approved for **3.0** hours of continuing education by SC AHEC under its accreditation by the SC Board of Examiners for Licensure of Professional Counselors, Marriage and Family Therapists and Psycho-Educational Specialists.

**Social Workers:** This program has been approved for **3.0** clock hours of social work continuing education by Upstate AHEC, as part of the SC AHEC system, under its accreditation by the SC Board of Social Work Examiners.

**Others:** This program is approved for **0.3 (3.0** clock hours) by Upstate AHEC and meets SC AHEC Best Practice Standards.

**NOTE: Licensees should verify with their state licensing board for acceptance of continuing education units. Upstate AHEC does not assist with individual filing requirements.**

Successful completion of the program requires attendance for **90 percent** of the program and a completed online evaluation by the participant within **10 calendar days** of the program date. A certificate of completion will not be made available for you if the evaluation is not completed within this time-frame. No partial credit available.

Americans with Disabilities Act (ADA): Upstate AHEC is committed to equality of educational opportunity and does not discriminate against applicants, students or employees on the basis of race, color, religion, sex, national origin, age, disability or veteran's status. If you require reasonable accommodations for a disability in order to participate fully in a continuing education activity, call 864-349-1160 no later than one week before the date of the activity.

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[www.upstateahec.org/covid-19-resources](http://www.upstateahec.org/covid-19-resources)