

Iowa Lakes Community College Upcoming Course Information

Supervisor Lunch and Learn Series

These classes meet on Fridays beginning February 8 through March 28, 11:30 – 1:00 pm at the Family Table Restaurant in Algona. Cost is \$49 for each class, which includes lunch. You may attend the entire series or pick topics of interest.

Meet the Instructor: Don McKee is the instructor for this series and has been in education and training for 15 years, including work as a Training Director and Training Consultant. Don is a certified Zenger-Miller Leadership Trainer, Life Orientations Behavioral Trainer, and LEAN 101 Facilitator. Don's approach to training is Making Common Sense Common Practice. Don utilizes tools and strategies designed to pick up where traditional theory training drops off.

Feb. 8 - The Supervisor's Job - #14701

Identify the role of supervisor and discuss expectations of the company and employees. Discuss traditional management methods compared to empowerment style of management.

Feb 15 - Becoming a Leader - #14702

Identify the characteristics of a good leader and discuss how to get the most out of your own leadership potential.

Feb 22 – Motivation - #14703

Identify what factors motivate employees. Topics include motivational needs, traditional methods of motivation and guidelines for effective motivation.

Feb 29 - Communication Skills - #14704

Identify strategies and develop techniques to communicate with clarity and conviction to subordinates and supervisors.

March 7 - Problem Solving - #14705

Identify and develop problem-solving skills necessary for both employee performance issues as well as productivity issues.

March 14 - Interviewing & Hiring - #14706

Define and practice behavioral interviewing techniques. Develop interview questions specific to the open position.

March 21 - Evaluating Employees - #14707

Provide input to employees on performance & goals for success. Topics include: why evaluate, writing performance expectations, writing performance goals and objectives.

March 28 - Employee Discipline - #14708

Discuss the difference between discipline and punishment. Topics include diagnosing performance problems, implementing disciplinary actions.

Documenting and Disciplining - #14697 - March 19 (Wed); 8:30 – 11:30 am; \$69; Algona KC Hall

Not sure when to discipline or what to document when dealing with employees? This is the class for you! We will discuss specific tools that will help you work with employees to improve their performance and meet their goals. These tools include documenting (the legal way), coaching & counseling and progressive discipline. This module also includes guidelines for making a decision to terminate an employee and for conducting the termination session. This workshop is presented in conjunction with the Employer's Council of Iowa (ECI).

Meet the instructor:

Kathy Peterson is a much sought after speaker because of her energetic and enthusiastic style and her interactive keynotes and programs. She has inspired thousands of people throughout the United States. A former member of the global management training and development team at Gateway, Kathy has also served as an adjunct college instructor in the areas of business and communication. Kathy has a Bachelor's degree in Communication Studies from Iowa State University and a Master's degree in Adult Learning and Organizational Performance from Drake University. In 2001, Kathy earned certification as a Senior Professional in Human Resources (SPHR).

Electrical Exam Prep - #15253 - Algona Campus; Saturday mornings, Feb 23 – March 8; 8am - 12pm; \$199;

This 12-hour course is designed to prepare you for the Journeyman Electrician, Master Electrician, or Electrical Inspector exams; or take this class for a good review of the electrical code. Bring your 2005 National Electrical Code (NEC) book and calculator. We will cover the code tables and calculations that are essential to understand for any exam that is based on the electrical code.

Employee Assistance Programs - #15266 - Algona campus; April 16 (Wed);12 - 1:30pm; \$8

Employees have a lot of things to deal with during the 40+ hours they work per week. They come to work with child issues, elder care issues, budgetary problems, blended family issues, and healthcare issues, to name a few...the list

goes on and on. Employee Assistance Programs can provide assistance in several ways including counseling, life coaching, informational Web sites and more. There are several intrinsic benefits to having an EAP: fewer workers comp. accidents, better attendance, higher productivity and lower medical costs. Join us for a discussion about the rewards of a quality EAP and how your company can provide employees the help to help themselves. This program is presented in partnership with the Employer's Council of Iowa (ECI).

To register for any of these classes, or for more information, call 800-252-5664 or send an email to communityed@iowalakes.edu.