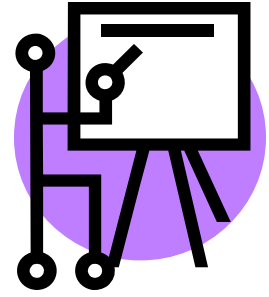


# ***SUPERVISOR'S TOOL KIT***

## Series I



**Business Network Training:** Customer Requested, Custom Designed  
*by Highland Community College Business Institute*

This series of (4) seminars includes:

Effective Communication—More Than Just Talking– This will address active listening, learning the meaning behind the message, learning the difference between hearing and listening, and using open ended questions.

It's Tough, But Important...Feedback– Learn how and when to give constructive feedback, what to do when you receive feedback, how to script feedback, and more.

What Makes People Tick?– Learn how to appreciate and discover how differences in people add value to your team. Accepting differences and learning from them will be discussed.

Decision Making, Delegating & Prioritizing– Focus on the pros and cons of group decision making and learn to identify ways group make decisions. Identify the tools to help organize data and learn a simple method to prioritize tasks.

**Date(s):** Tuesday, January 16, 2007  
Tuesday, February 13, 2007  
Tuesday, March 13, 2007  
Tuesday, April 10, 2007

**Effective Communication—More Than Just Talking**  
**It's Tough, But Important...Feedback**  
**What Makes People Tick?**  
**Decision Making, Delegating & Prioritizing**

**Time:** 1:00-5:00 pm

**Location:** Student/Conference Center  
Highland Community College, 2998 West Pearl City Road, Freeport, Illinois

**Cost:** Register by 12/15/2006, \$85.00 per person per seminar or \$340.00 per series

Register after 12/15/2006, \$97.00 per person per seminar or \$388.00 per series

Make checks payable to HCC Business Institute. Mail registration and payment to: Highland Community College Business Institute, Box #41, 2998 West Pearl City Road, Freeport, IL, 61032.

**Grant availability:** If a company registers (2) or more employees for the entire series, Business Institute will apply for ETIP grant funds for that company after employer has filled out required forms. ETIP may reimburse the company up to 50% of seminar registration fee.

**Deadline:** Registration and payment due Tuesday, January 2, 2007. No refunds after Tuesday, January 2, 2007. Substitutions allowed.

For more information or to request a registration form, call 815-232-1362 or e-mail [businessinstitute@highland.edu](mailto:businessinstitute@highland.edu).

**COURSE REQUIREMENT:** Each student is expected to attend the entire class, actively participate, and design an instructor assisted on-the-job project that includes a learned skill or technique. The student's supervisor must sign to acknowledge implementation of the project at his workplace.

***TRAIN TO KNOW—  
THE POWER TO GROW***  
*Highland Community College  
Business Institute*