



Classes can be customized to companies specific needs. Training can occur on company site or our site.

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YOUNGSTOWN, OH
PERMIT NO. 402

Check out our other certificates in :

[Human Resources](#)

[Modern Marketing Solutions](#)

[Service Industry Professional](#)

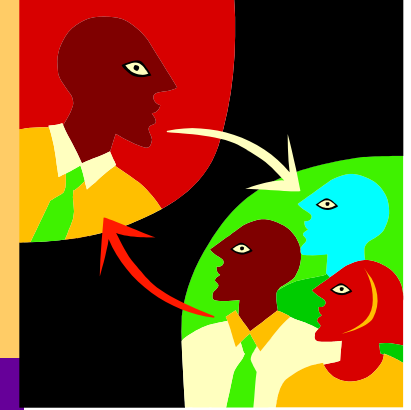
[Advanced Human Resources](#)

Mahoning County Career Center

Adult Workforce Development
7300 North Palmyra Road
Canfield, Ohio 44406



**Mahoning County Career Center
Workforce Development Training**



**Supervisory/ Leadership
Certificate**

*7300 N Palmyra Rd
Canfield, OH 44406*

**330-729-4100
www.mahoningctc.com
Rebecca.Harris@MahoningCTC.com**

Supervisory / Leadership Certificate

Whether you are a new or experienced supervisor, get the solid skills you need to achieve exceptional results through others! Learning these skills can have a tremendous impact on an organization's productivity.

The Supervisory / Leadership certificate incorporates 10 courses listed to receive the Supervisory / Leadership certificate at a total cost of **\$395.00.**

Total Hours— 30

Morning Session: Meet once per week on Friday.

Start Date: March 12, 2010

End Date: May 28, 2010

Time: 8:30 a.m.—11:30 a.m.

Class Topics

- **Benefiting from Coaching & Delegating**
- **Building a Successful Team**
- **Critical Management for Leadership**
- **Developing Your HR Toolkit**
- **Leveraging Diversity to Meet Business Objectives**
- **Managing Ethics in the Workplace**
- **The Journey of Conflict Resolution Strategies**
- **The Smart Negotiator**
- **The Systematic Approach to Problem Solving & Decision Making**
- **Working Smarter-Using Technology to Your Advantage**



Hear what our students are saying:

“As soon as I completed the HR certificate program, I got a job as an HR director.”

Frank Hunt, M&M Manufacturing

“The classes were a perfect blend of curriculum, and many instructors years of experience.” **Carol Givens, LifeSkills**

“I would recommend that anyone in the field of HR/Business Management / Communications / Public Relations consider enrolling in an upcoming course. They examine self-awareness; Personally, I gained a great deal!”

Michelle Chevront, V& M Star

“It’s a great opportunity for good training close to home.” **Ruth King, CTM Labeling Systems**

“I found the availability / topics regarding classes to be generous & updated with the most current research—basically a lot to choose from to meet my particular needs. The environment & overall atmosphere was welcoming & genuine. I would return back to MCCTC for further education.” **Robert McBride, Homes for Kids**

“I enjoyed my Human Resources classes and was able to apply the information I learned in my current job.” **Monica Pawlen, Austintown Schools**

“The variety of Human Resource topics covered by the instructors bringing years of hands on experience to the classroom provide a foundation on which you can build or enrich a career.” **Annette Grahovac, Austintown**