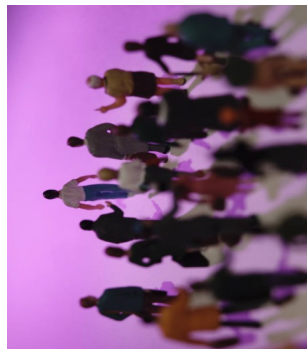


This program has been approved for 24 General recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute.



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YOUNGSTOWN, OH  
PERMIT NO. 402



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

## Mahoning County Career Center

Adult Workforce Development  
7300 North Palmyra Road  
Canfield, Ohio 44406



“The instructors at MCCTC worked with the students with an understanding of their needs. The quality of advice they provided gave a realist approach to employment and personnel issues that may be encountered as Human Resource Professionals.”

### Beth Reiner, Dearing Pump Co

“Our training sessions were awesome-Real World Office Issues” Marie Lishick,

### Ohio Rehabilitation Services Commission

“The Leadership & Supervisory Certificate is an excellent training tool for leaders in all facets of business.” Karen Stacey,

### Leadership Mahoning Valley

“My instructor, Tracie Balentine, was very personable, professional and knowledgeable.”

Lisa Solley, Area Agency on Aging 11

Check out our other certificates in :

Advertising & Public Relations

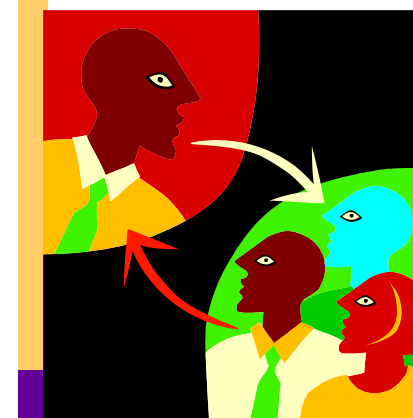
Human Resources

Marketing & Sales Solutions

Customer Focused Management

Advanced Human Resources

Strategic Management



## 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 8 courses listed to receive the Supervisory / Leadership certificate at a total cost of **\$395.00**.

Total Hours— 24

**Morning Session:** Meet once per week on Friday.

Start Date: March 2, 2012

End Date: May 18, 2012

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**
- **The Journey of Conflict Resolution Strategies**
- **The Smart Negotiator**
- **The Systematic Approach to Problem Solving & Decision Making**



### 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 Schools**