

Fridays 10 am - 3 pm
(with one-hour lunch break)

2010-11 Class Dates:

<i>Central</i>	<i>Eastern</i>
9/10/10	9/17/10
9/24/10	10/1/10
10/8/10	10/15/10
10/22/10	10/22/10
11/12/10	11/5/10
12/10/10	11/19/10
1/14/11	12/3/10
1/28/11	1/7/11
2/11/11	1/21/11
2/25/11	2/4/11
3/11/11	2/18/11
3/18/11	3/4/11



Take advantage of your MRPA membership

Effective Supervisory Practices

If you are looking to become a supervisor or are in a supervisory role and wish to brush up on your skills, this program's for you.

Join us in a curriculum of 12 four-hour management classes. The program will rotate through different locations around the state to provide a variety of on-site experience.

Our instructors are all senior recreation and parks professionals who will be offering networking opportunities to class members.

The program leads to a certificate for those completing all 12 classes, with .4 CEUs for each class. (4.8 if you take the whole course!)

The complete series (a \$240 value) costs just \$180 plus \$55 for the *Effective Supervisory Practices* textbook. Individual classes are priced at \$20 each on a space-available, first-come / first-served basis.

Go to the MRPA website for more information and to register. Non-members need to become MRPA members in order to register.

Subjects covered include:

- *The supervisors job in a changing environment*
- *Basic supervisory skills*
- *Supervisory leadership*
- *Planning work & time*
- *Organizing productivity*
- *Selecting, orienting and training employees*
- *Evaluating performance*
- *Communicating with employees*
- *Coaching, counseling and mentoring*
- *Motivating employees*
- *Managing change effectively*
- *Developing and maintaining discipline*
- *Resolving employee complaints and grievances*
- *Workplace safety and wellness*
- *Working with the budget*
- *Providing quality customer service*
- *Ethics*

Registration Form: Effective Supervisory Practices (Registration deadline 9/1/10)
Central Area (Baltimore, Columbia, Frederick, Rockville)

Name _____ Date _____

Address Line 1 _____

Address Line 2 _____

City _____ State _____ Zip _____

Daytime Phone _____ E-mail _____



2000 Shorefield Road
 Silver Spring, MD 20902-1820
 301-942-7203
 301-942-7206 (FAX)
 www.mrpanet.org

Are you an MRPA Member? Yes No *(If not, please go to mrpanet.org to join. This program is open only to MRPA members.)*

✓	Date	Session Title	Instructor	Location
✓	—	<i>Effective Supervisory Practices</i> Textbook	—	—
	9/10	Assessing Your Supervisory Skills	Thompson	Rockville
	9/24	Effectively Leading Your Work Team	Wetherald	Columbia
	10/8	Planning & Organizing for Productivity	Thompson	Rockville
	10/22	Managing Personnel Issues – Selection, Orientation & Training of Staff	Ruark	Baltimore
	11/12	Performance Evaluations & Communications Strategies	Wetherald	Columbia
	12/10	Mentoring, Coaching & Counseling Employees	Dial	Frederick
	1/14	Creating a Climate for Motivation in Your Workplace	Ruark	Baltimore
	1/28	Managing Change Effectively	Dial	Frederick
	2/11	Maintaining a Productive Work Environment – Discipline, Complaints & Grievances	Dial	Frederick
	2/25	Managing Special Concerns – Safety & Budget	Thompson	Rockville
	3/11	Providing Quality Customer Service	Wetherald	Columbia
	3/18	Ethics in the Workplace / Wrap-up	Ruark	Baltimore

The complete series costs \$180 (a \$240 value) plus \$55 for the required Effective Supervisory Practices textbook. Individual sessions (\$20 each) may be purchased on a space-available, first-come/first-served basis. You must be an MRPA member to register.

Total Cost: \$ _____ I am paying by: Check VISA MasterCard

Cardholder Name _____ Card Number _____ Exp. Date _____

Registration Form: Effective Supervisory Practices (Registration deadline 9/1/10)

Eastern Area (Annapolis, Bowie, Easton)

Name _____ Date _____

Address Line 1 _____

Address Line 2 _____

City _____ State _____ Zip _____

Daytime Phone _____ E-mail _____



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✓	Date	Session Title	Instructor	Location
✓	—	<i>Effective Supervisory Practices</i> Textbook	—	—
	9/17	Assessing Your Supervisory Skills	Simmons	Easton
	10/1	Effectively Leading Your Work Team	Donlin	Annapolis
	10/15	Planning & Organizing for Productivity	Towle	Easton
	10/22	Managing Personnel Issues – Selection, Orientation & Training of Staff	O’Neill	Bowie
	11/5	Performance Evaluations & Communications Strategies	Towle	Easton
	11/19	Mentoring, Coaching & Counseling Employees	Simmons	Easton
	12/3	Creating a Climate for Motivation in Your Workplace	O’Neill	Bowie
	1/7	Managing Change Effectively	Donlin	Annapolis
	1/21	Maintaining a Productive Work Environment – Discipline, Complaints & Grievances	Simmons	Easton
	2/4	Managing Special Concerns – Safety & Budget	Donlin	Annapolis
	2/18	Providing Quality Customer Service	Towle	Easton
	3/4	Ethics in the Workplace / Wrap-up	O’Neill	Bowie

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