

Management Development Workshops

TRAINING FOR THE NEW ECONOMY

Management development is critical for organizations in which managers direct and organize work. Formal education and real-world experience can rarely fully prepare a manager for all aspects of current or anticipated responsibilities. To assist companies in developing their current management talent Stony Brook University Corporate Education and Training (CET) is bringing back, by popular demand, management workshops that have a long record of success in helping customers increase their competitiveness. All training is conducted by world class practitioners.

WHO SHOULD ATTEND

Upper and Mid-Level Managers
Quality Supervisors
Department Heads
Sales Professionals
Managers
VPs
All in supervisory positions

HOW YOU WILL LEARN

Workshops will engage participants in active learning with hands-on activities and case-based examples. Courses are designed to impart skills and insights that can be put into immediate practice.

FLEXIBILITY

Courses are offered on an open enrollment basis in state of the art training facility in the Stony Brook Research and Development Park. Courses can be completely customized and offered at your site. A 10% discount is applied to groups of 3 or more. Continental breakfast and lunch are included.

Visit www.stonybrook.edu/cet for course dates and registration.



WORKSHOPS

Customer First Culture

This course develops an understanding for the entire organization and the roles departments and individuals have in satisfying the customer (internal and external). Through interactive participation, the attendees will define interactions and requirements of internal customers as well as the end customer. Participants will learn to develop a recognition that the needs of the customers must be satisfied in a positive, effective manner in order for the business to grow.

Supervisory Skills Training

Supervisors need to have human relations skills as well as problem solving, planning, and conflict management. Today's Supervisor needs to orchestrate a group to work together effectively toward a common goal of providing the customer with great products and services. Supervisors are the primary link between management and the workforce and must be able to have the skills necessary for success through better communications and understanding.

Performance Appraisals

Performance appraisals are one of the most important tools for keeping people focused on the goals of the organization as well as their role in supporting the goals. This class takes a different approach to help define responsibilities of each job to the task, quality of what you do, connection to the bigger picture and knowledge of department and company measures of success. People should know what is acceptable behavior as well as the shared responsibilities of the department and how they are measured.

Corporate Education and Training
AT THE CENTER FOR EMERGING TECHNOLOGIES

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OFFICE OF THE
VICE PRESIDENT FOR
ECONOMIC DEVELOPMENT

**STONY
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CORPORATE EDUCATION
AND TRAINING