SUCCESSFUL MANAGEMENT COURSE

Course Description:
This workshop covers basic supervisory and management techniques, which will aid the supervisor in planning, directing and motivating in an efficient manner. The course includes videos, self-assessment inventories, and case studies to facilitate understanding and competency. Experiences of the participants will be used in open discussions.

Who Should Attend:
The course is designed for city, county, and state transportation personnel as well as other public works employees who are in a first-level supervisory position. Maintenance supervisors, crew supervisors, foremen, staff assistants, party chiefs, street superintendents or even directors and managers who wish to be more aware of supervisory and management concepts should plan to attend. This is a Roads Scholar core course, required to achieve the level of Senior Road Scholar.

Course Objectives:
Participants will:
- Identify the differences between a supervisor and a worker and what strengths and techniques can be employed for an improved leadership role.
- Understand the importance of communicating effectively with employees and fellow managers.
- Learn techniques to motivate employees and to better manage time and activities resulting in high quality work products.

Course Content:

- **The Supervisor’s Role and Leadership Responsibilities**- As the first-line supervisor, the link between upper management and the work force carries considerable responsibility. You must understand the technical nature of the job and spend considerable time working with people and the organization’s administration. This section of the course will address what is expected of the supervisor and how to adjust to the role.

- **Motivating Employees**- One of the important skills a supervisor can develop is the ability to improve productivity through motivating individual crew members. You will learn why people behave the way they do and how to influence their productivity.

- **Communicating Effectively**- Both leadership and motivation skills depend completely on communication skills. This section concentrates on giving, receiving, and clarifying instructions and also on coping with confrontations.

- **Discipline for Success**- Disciplinary action is one of the toughest problems facing the supervisor. Supervisors must enforce rules and take actions to ensure they are followed. This section of the course will review basic concepts and actions.

- **Managing Effectively**- Good leaders are able to manage their operations efficiently and effectively. They keep on top of everything and set examples for the workers. Training new as well as older employees is an important responsibility of managers whether they are supervisors or top directors. This training may be formal classes or simply informal discussions. Although first-line supervisors are not always able to institute changes, knowledge of management principles will better equip them for monitoring and improving conditions for a motivating environment.
Course Leaders:

**Duane Smith** has 18 years of experience with the Iowa DOT, working in road and bridge design, as a construction engineer and deputy maintenance director. He has also been a city traffic engineer and transportation consultant. Currently he is the associate director for outreach at CTRE.

**Tom Sally** has over 30 years experience in the transportation field while serving with the Iowa Department of Transportation. His responsibilities included Deputy Highway Division Director for Support and Human Resources Director. These responsibilities provided the opportunity to work closely with various levels of city, county, state and federal personnel.

**COURSE PARTICULARS**

**Location:**
The course will be held at the following locations:

**February 10, 2005 - AMES**
Video Conference Room – CTRE, 2901 South Loop Drive, Suite 3100, Ames

**February 16, 2005 – STORM LAKE**
Hanson Room #8 – Buena Vista College, 610 W Fourth Street, Storm Lake

**February 22, 2005 – IOWA CITY**
Gold Room – Quality Inn Highland Motel and Conference Center, 2525 N Dodge Street, Iowa City

**Schedule:**

7:30 am  
Registration

8:00 am  
Welcome and Introductions
The Supervisor’s Role
Leadership Styles

Break

Understanding Motivation

Lunch (Provided)
Effective Communications
Discipline for Success

Break

Goal Setting
Feedback/Wrap-up

4:00 pm  
Adjourn

**Fees & Registration:**
The registration fee of $75 per person includes class materials, handouts, lunch, and break refreshments.

**For more information on the classes or locations:**
Regarding class material — Duane Smith, 294-8103
Regarding registration or location information — Georgia Parham, 294-2267
SUCCESSFUL MANAGEMENT COURSE REGISTRATION

Registrations Due: one week prior to each workshop

Name: _____________________________________________________________________________
Organization: _______________________________________________________________________
Mailing Address: ____________________________________________________________________
City/State/Zip: _______________________________________________________________________
Phone Number: ___________________________ Fax:  ___________________________________
Email: _____________________________________________________________________________

Please check class location you wish to attend:

☐ February 10, 2005 Ames
☐ February 16, 2005 Storm Lake
☐ February 22, 2005 Iowa City

Make checks payable to: Iowa State University

Return Registration form and payment to:
Traci Stewart
Center for Transportation Research & Education
2901 – S. Loop Drive, Suite 3100
Ames, Iowa 50010-8632
Fax: (515) 294-0467
Email: stewartt@iastate.edu