

# SUPERVISORY SKILLS – EFFECTIVE LISTENING



## COST

\$95 per participant

## DATE & LOCATION

Wednesday, Apr. 15, 2015  
8:00 a.m.-12:00 noon  
NMC's University Center,  
room 216/217

## REGISTER TODAY

(231) 995-1700 or  
[nmc.edu/ees](http://nmc.edu/ees)

## QUESTIONS

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This course is designed for anyone who regularly works in a team environment including team members and leaders. Learn and practice effective listening skills including paraphrasing, reading non-verbal cues, demonstrating empathy, and asking open-ended questions.

## Deliverables

- Listen and paraphrase to check for understanding
- Demonstrate empathy
- Identify key words and use open-ended questions to learn more
- Read non-verbal cues
- Identify steps to start work toward a personal leadership vision

## HEATHER FRAIZER, Ph.D, Training Specialist

- Expertise in manufacturing, office, and healthcare process improvement with an emphasis on Leadership Skills and Lean Principles
- Master's degree and Ph.D in Political Science at the University of Colorado, Boulder
- Lean Healthcare Certification, University of Michigan
- Lean Champion Certification, Northwestern Michigan College
- Certified DiSC Behavior Trainer

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