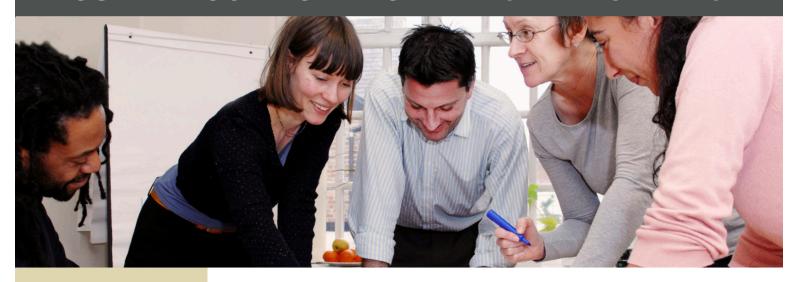
SUPERVISORY SKILLS – EFFECTIVE LISTENING



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

QUESTIONS

Vicki Rumbach, 231.995.2218 vrumbach@nmc.edu 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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