

ONE-STOP PD SHOP

7. SMS

Available as a series of 10 coordinated 14-hour courses, the Supervisory and Management Skills (SMS) program provides an interactive learning experience. Each of the 10 courses is designed to be facilitated in seven, 2-hour discussion sessions. 1.4 CEU are granted for each of the 10 courses. Each course comes with a participant manual, leader guide, and videotape for \$510, with a 50% discount for NMA members. Course material can also be reused for a continuing SMS program.

The SMS philosophy – in step with the long and successful NMA tradition – is to develop practical experience based on accepted theory in 10 key management areas, namely:

1. Introduction to Supervision
2. Management Principles
3. Communication Skills
4. Interpersonal Relationship Skills
5. Developing Performance
6. Challenge of a New Employee
7. Coaching and Counseling
8. Leadership Development
9. Business Concepts
10. Law for the Layman

Each of the courses deals with the associated needs of managers and leaders, and can be tailored to address your organization's needs and experiences. SMS has been utilized in over 300 industrial and office facilities, and associated course contents are periodically updated based on user feedback.

- Where to sign up: <https://secure.cnchost.com/nma1.org/orders/order.shtml>
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