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Term: 2001
Oglebay Representative:

North Carolina State University Representatives

Guest Instructors
supervisors' management school
A two-year certificate program.
November 5-9, 2000 • Wilson Lodge at Oglebay Resort • Wheeling, West Virginia

Attend this intensive course and you will...

- Learn the latest management techniques to assist you in becoming a more effective supervisor.
- Learn to manage yourself and influence others.
- Develop real-world solutions.
- Learn new options to deal with the management of everyday issues.
- Learn new skills to enhance your staff's ability to reach their potential.
- Receive 4.2 Continuing Education Units upon completion.

SMS
Supervisors' Management School
Sponsored by the NC State University
Department of Parks, Recreation, and Tourism Management
Conducted by the NC State University
Office of Continuing and Professional Education

Register today! Registration is limited. Call 919-515-2261, FAX 919-515-7614, e-mail cpe@ncsu.edu
or visit our website at www2.ncsu.edu/cpe
SMS: A program designed to develop your management & supervisory skills.

The mission of the Supervisors' Management School is to provide you with the necessary tools to improve your ability to impact the day-to-day activities of your organization. Those who supervise any number of full- or part-time employees will gain a basic understanding of the principles of managing people and influencing co-workers and supervisors.

The School format is interactive and you should be prepared to participate by bringing your work experience and issues to the classroom. The program is designed for staff working in organizations such as auditoriums, cemeteries, parks and recreation, public works, stadiums, zoos, libraries, etc.

The instructional program consists of two annual, four-day sessions of classroom study and participation including opportunities for you to practice new techniques. Attendance is required for all scheduled class sessions and activities to receive 4.2 CEUs from North Carolina State University.

Oglebay Resort’s Wiscon Lodge provides a learning environment conducive to student interaction beyond the classroom setting.

Due to popular demand, we will add a third first-year class this year.

What skills can you expect to develop? Here is what you will learn.

**Personal Development of the Supervisor**
- Developing Personal Awareness and Growth
  (Myers-Briggs, Managing Stress, Creativity)
- Developing Leadership Skills
  (Empowering, Team Building, Motivating)
- Developing Supervisory Skills
  (Negotiation, Communication)

**Organizational Understanding & Alignment**
- Identifying Legal, Political and Departmental Constraints and Opportunities
- Understanding Group Behaviors
- Recognizing Diversity as a Tool and Asset
- Managing Change

**Workforce Development**
- Building Teams
- Developing Performance Measures
- Motivating Work Groups
- Staff Training and Development
- Analyzing Work Functions, Recruiting and Hiring

**Employee Development**
- Coaching Employees with Problems
- Working through Discipline, Grips & Grievances
- Motivating, Recognizing and Rewarding
- Measuring Performance

**First-Year Curriculum**
- In Basket: The Challenge of Setting Priorities
- Interpersonal & Workplace Communications I
- Interpersonal & Workplace Communications II
- Legal Issues in Supervision
- Myers-Briggs Type Indicator: Self-Discovery & Strengthening Supervisory Skills
- Orientation and Training
- Performance Management
- Selecting the Right Employee
- Successful Leadership
- Supervision & Group Dynamics
- Work Environments that Motivate
  (Motivation, Recognition, and Rewards)
- Group Problem Solving and Legal Issues
- Team Building: Establishing a Common Vision and How to Work Together

**Second-Year Curriculum**
- Discipline Without Punishment
- Coaching Difficult Employees and Recognizing Employees with Problems
- Current and Emerging Workplace Issues
- Diversity In The Workforce
- Group Exercises: Understanding Organizational Behavior
- Managing Conflict and Controversy
- Managing Personal Stress
- Meeting the Challenge of Change
- You Can Negotiate Anything
- Participatory Management

*Note: Our popular Graduate Seminar will be offered again in 2001*
What do our graduates have to say about the program?

- "Great instructors and great atmosphere."
- "All instructors were well prepared and extremely knowledgeable."
- "I enjoyed all topics that were presented."
- "Good quality program that teaches current workplace issues. Really enjoyed the classes and meeting new people."
- "We discussed areas of importance, especially handling change."
- "We recapped last year, and opened our minds to learn more."
- "The instructors were excellent!"
- "It’s very well organized."
- "All of the subjects tie directly to everyday situations at my workplace."
- "Participation was encouraged and the instructors were prepared."
- "The staff is professional, well organized, knowledgeable, and teach in a fun atmosphere."
- "Relevant, thought provoking discussions."
- "It is great to interact with seasoned professionals."
- "It allowed me to explore current work related topics in a stress-free atmosphere."
- "I elected to come based on the topics covered that seemed pertinent to what we are doing at work."
- "What we learned last year we were able to use this year."

Share your experiences and make lifetime contacts with peers.

Learn from our experience

Our staff represents the best and brightest in the field, and each brings a unique perspective to the principles of management:

Board of Regents:
Wayne Bain, Director of Recreation, Cincinnati Recreation Commission, Cincinnati, OH
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Chip Putrell, SMS Coordinator, Continuing Education Specialist, Continuing & Professional Education, Raleigh, NC (919) 513-1938, chip.putrell@ncsu.edu

Register today
Pre-registration is required and registration is limited. With the program fee of $25 per person per year, you will receive:
- Over 20 hours of instruction per year from experienced managers.
- The experience of a 1,500-acre self-sustaining public resort park.
- A 13" thick resource notebook.
- Individualized feedback from the Myers-Briggs Type Indicator (first year).
- A networking and problem solving social with your peers.
- Four networking lunches.
- A banquet.
- A sight tour of the Festival of Lights.
- 4.2 CEUs and a certificate upon completion.

Participation at the Supervisors' Management School will be limited in number for maximum effectiveness, and registrations will be accepted in the order in which they are received. A check, purchase order or credit card number and expiration date along with the registration form constitute a registration. Faxed registrations will be accepted when payment is made by credit card or purchase order number. Foreign registration fees must be paid by an official bank check or money order payable in US dollars. No checks on foreign banks will be accepted.

What if I enroll and then my plans change? You have two options: (1) Send a substitute - You may substitute a colleague at any time with no charge or penalty. (2) Ask for a refund - You may cancel your registration and get a refund without penalty if you let us know of your change in plans with at least ten business days notice. In order to be fair to all attendees and those associated with coordinating this program, confirmed participants who cancel within ten (10) business days of the program will be subject to a $35 service charge. Those who simply do not attend their scheduled session will not receive a refund.

Rooms, meals & travel
The registration fee does not cover the cost of lodging and meals. These arrangements must be made separately with Oglebay Resort. Cost for lodging and meals is $38 per day for a single room, and $57 per person per day for a double room. Room rates include four breakfasts and four lunches, Monday through Thursday. Rates are subject to nine percent West Virginia sales and hotel tax.

Early arrivals (Friday and/or Saturday) will be charged $38 single or double. Meals are not included for early arrivals. A room reservation form will be mailed to you upon receipt of registration. Any questions regarding lodging should be directed to Wilson Lodge at (304) 243-4000.

continued on next page
Register today!
Registration is limited!
Register on-line through NC State’s website:
http://www2.ncsu.edu/cpe
or use the FAX/mail-back form below

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### Registration Form

<table>
<thead>
<tr>
<th>Supervisors’ Management School</th>
<th>November 5-9, 2000</th>
</tr>
</thead>
</table>

Please print or type.
Duplicate this form for multiple registrations. Please keep a copy for your records.

#### Personal Information:
- SSN*: ____________________________ Date: ____________
- Name: ____________________________
- Name You Wish to be Called: ____________
- Agency: ____________________________
- Manager Approving Training: ____________
- Your Title: ____________________________
- Your Address: ____________________________
- City/State/Zip: ____________________________
- Work Phone: __________________ Fax: ____________
- E-Mail Address: ____________________________

☐ I require special accommodations. Please contact me.

* I am voluntarily providing my social security number with the understanding that it will be used only as a personal identifier for the internal record keeping and data processing operations of the Institution.

### Registration Fees:

| First- and Second-Year Students | $425 |

I will be attending:
- [ ] First year (FSMS01)
- [ ] Second year (last year completion date: ____________)
  (FSMS201)

#### Payment Method:
- [ ] Credit Card
- [ ] Visa
- [ ] MasterCard
- Card #: ____________________________
- Expiration date (required): ____________________________
- Signature: ____________________________
- [ ] Check (make payable to North Carolina State University)
- [ ] Purchase Order: PO#
  (Please attach purchase order)

Total amount paid/charged: ____________________________

Mail application & payment to:
North Carolina State University, Continuing and Professional Education
Box 7401, Raleigh, NC 27695
Telephone: (919)515-2266 Fax: (919)515-7614

Note: Add $10 to all fees if you wish to receive your notebook prior to the school.

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**NC STATE UNIVERSITY**

Supervisors’ Management School
Continuing and Professional Education
NCSU Box 7401
Raleigh, NC 27695-7401

**SMS**

Supervisors Management School

Here’s the information you’ve waited for on the course everyone’s talking about.
EVALUATION

SUPERVISORS' MANAGEMENT SCHOOL – 2001
YEAR I, SECTION A

INSTRUCTIONS FOR RECORDING EVALUATIONS ON THE ATTACHED FORM:

1. Put the number 11 in box marked IDENTIFICATION NUMBER on the red opscan form enclosed in your registration packet.

2. Complete each section of the evaluation form immediately following each class.

3. There are six evaluation questions for each topic: 1-6 for the first class; 7-12 for the second class, etc.

4. You have five options for each question:
   A = VERY MUCH OR VERY GOOD
   B = MUCH OR GOOD
   C = AVERAGE OR ADEQUATE
   D = LITTLE OR POOR
   E = VERY LITTLE OR VERY POOR
   Simply record the appropriate letter (A, B, C, D or E) for each of the six questions pertaining to each session by shading in the corresponding circles on the opscan sheet with a #2 pencil.

5. Please write any comments you have about the course in the space provided on this form.

6. At the end of each day, transfer this information from the attached form to the opscan form.

7. Please do not wrinkle the opscan form.

The topics are listed in 'numerical' order. Be sure you shade the correct corresponding circles on the opscan form.
UNIT 105
Self Discovery from Myers-Briggs Type Indicator, & Strengthening Supervisory Skills

INSTRUCTORS
Richard Liles,
Mitch Owen

13. TOPIC WAS OF INTEREST
14. TOPIC CONTAINED INFORMATION USEFUL IN MY JOB
15. INSTRUCTOR ACHIEVED LEARNING OUTCOMES
16. INSTRUCTOR ALLOWED TIME FOR GROUP INTERACTION
17. OVERALL EFFECTIVENESS OF INSTRUCTOR
18. VALUE OF COURSE MATERIALS

What did you like?

How could this session be improved?

UNIT 110
The Essence of Leadership

INSTRUCTOR
Cathy Santa

19. TOPIC WAS OF INTEREST
20. TOPIC CONTAINED INFORMATION USEFUL IN MY JOB
21. INSTRUCTOR ACHIEVED LEARNING OUTCOMES
22. INSTRUCTOR ALLOWED TIME FOR GROUP INTERACTION
23. OVERALL EFFECTIVENESS OF INSTRUCTOR
24. VALUE OF COURSE MATERIALS

What did you like?

How could this session be improved?

UNIT 111
Supervision and Group Dynamics

INSTRUCTOR
Joe O'Neill

25. TOPIC WAS OF INTEREST
26. TOPIC CONTAINED INFORMATION USEFUL IN MY JOB
27. INSTRUCTOR ACHIEVED LEARNING OUTCOMES
28. INSTRUCTOR ALLOWED TIME FOR GROUP INTERACTION
29. OVERALL EFFECTIVENESS OF INSTRUCTOR
30. VALUE OF COURSE MATERIALS

What did you like?

How could this session be improved?

A = VERY MUCH OR VERY GOOD; B = MUCH OR GOOD; C = AVERAGE OR ADEQUATE; D = LITTLE OR POOR; E = VERY LITTLE OR VERY POOR
UNIT 115
Selecting the Right Employee

31. TOPIC WAS OF INTEREST
32. TOPIC CONTAINED INFORMATION USEFUL IN MY JOB
33. INSTRUCTOR ACHIEVED LEARNING OUTCOMES
34. INSTRUCTOR ALLOWED TIME FOR GROUP INTERACTION
35. OVERALL EFFECTIVENESS OF INSTRUCTOR
36. VALUE OF COURSE MATERIALS

What did you like?

________________________________________________________________________

How could this session be improved?

________________________________________________________________________

UNIT 120
Orientation and Training

37. TOPIC WAS OF INTEREST
38. TOPIC CONTAINED INFORMATION USEFUL IN MY JOB
39. INSTRUCTOR ACHIEVED LEARNING OUTCOMES
40. INSTRUCTOR ALLOWED TIME FOR GROUP INTERACTION
41. OVERALL EFFECTIVENESS OF INSTRUCTOR
42. VALUE OF COURSE MATERIALS

What did you like?

________________________________________________________________________

How could this session be improved?

________________________________________________________________________

UNIT 125
Interpersonal and Workplace Communications I

43. TOPIC WAS OF INTEREST
44. TOPIC CONTAINED INFORMATION USEFUL IN MY JOB
45. INSTRUCTOR ACHIEVED LEARNING OUTCOMES
46. INSTRUCTOR ALLOWED TIME FOR GROUP INTERACTION
47. OVERALL EFFECTIVENESS OF INSTRUCTOR
48. VALUE OF COURSE MATERIALS

What did you like?

________________________________________________________________________

How could this session be improved?

________________________________________________________________________

A = VERY MUCH OR VERY GOOD; B = MUCH OR GOOD; C = AVERAGE OR ADEQUATE; D = LITTLE OR POOR; E = VERY LITTLE OR VERY POOR
UNIT 125
Interpersonal and Workplace Communications II

49. Topic was of interest
50. Topic contained information useful in my job
51. Instructor achieved learning outcomes
52. Instructor allowed time for group interaction
53. Overall effectiveness of instructor
54. Value of course materials

What did you like?

How could this session be improved?

UNIT 133
Communication & Motivation in a Team Environment

55. Topic was of interest
56. Topic contained information useful in my job
57. Instructor achieved learning outcomes
58. Instructor allowed time for group interaction
59. Overall effectiveness of instructor
60. Value of course materials

What did you like?

How could this session be improved?

UNIT 141
In Basket: The Challenge of Setting Priorities

67. Topic was of interest
68. Topic contained information useful in my job
69. Instructor achieved learning outcomes
70. Instructor allowed time for group interaction
71. Overall effectiveness of instructor
72. Value of course materials

What did you like?

How could this session be improved?

A = Very much or very good; B = Much or good; C = Average or adequate; D = Little or poor; E = Very little or very poor
UNIT 150
Performance Management

73. TOPIC WAS OF INTEREST
74. TOPIC CONTAINED INFORMATION USEFUL IN MY JOB
5. INSTRUCTOR ACHIEVED LEARNING OUTCOMES
76. INSTRUCTOR ALLOWED TIME FOR GROUP INTERACTION
77. OVERALL EFFECTIVENESS OF INSTRUCTOR
78. VALUE OF COURSE MATERIALS

What did you like?__________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

How could this session be improved?__________________________________________

__________________________________________________________________________

__________________________________________________________________________

79. OVERALL EFFECTIVENESS OF ALL CLASSES

Comments on the Effectiveness of All Classes:________________________________

__________________________________________________________________________

__________________________________________________________________________

80. Were you given adequate opportunities to interact with each other?___________

__________________________________________________________________________

81. Were you given adequate opportunities to interact with the Regents and instructors?

__________________________________________________________________________

PLEASE RATE THE SERVICE YOU RECEIVED:

82. WILSON LODGE ACCOMMODATIONS

Comments on Accommodations:______________________________________________

__________________________________________________________________________

__________________________________________________________________________

83. CLASSROOM FACILITIES

Comments on Classroom Facilities:___________________________________________

__________________________________________________________________________

__________________________________________________________________________

84. MEALS AND REFRESHMENTS

Comments on the Food Provided:_____________________________________________

__________________________________________________________________________
YOUR OVERALL SATISFACTION WITH THE SCHOOL

Comments on Your Satisfaction: ____________________________________________________________

A = VERY MUCH OR VERY GOOD; B = MUCH OR GOOD; C = AVERAGE OR ADEQUATE; D = LITTLE OR POOR; E = VERY LITTLE OR VERY POOR

GENERAL PROGRAM EVALUATION

1. Did the program meet your expectations? (Please explain.)

2. What topics would you add, change or delete?

3. Please add additional comments, which might assist us in planning next year's program.

4. Would you recommend this program to your professional associates?
   Yes ____  No ____
   Please list the names and addresses of agencies, city and/or county and state of others who might wish to receive information on the Supervisors' Management School. Be sure to include the mailing address.

Name (optional)______________________________________________________________________

May we use your comments in our future marketing efforts? ____ YES ____ NO

Thank you for your comments. We look forward to seeing you again next year!
2000 SUPERVISORS' MANAGEMENT SCHOOL
SECTION 1-A EVALUATION COMMENTS

IT 100

Legal Issues of Supervision

INSTRUCTOR
Janna Rankin

What did you like?
- Cleared up "gray" areas
- Personnel issues
- Handouts
- Learning the legal responsibilities of being a supervisor
- General laws needed for hiring, ADA, equal employment opportunities
- I like the fact that I learn a little bit about the law, and that you can't be Mr. Boss all the time, but a person
- I enjoyed all of it!
- Questions asked by students and the answers
- Being able to relate legal issues with my company
- Good follow up to Cathy's session

How could this session be improved?
- More time
- Everyone has the same rules and regulations
- More time, different subjects covered, Parks vs. Rec. issues can be different
  The material should be broken up so we can follow along easier
- More time on hiring, practice

UNIT 101

Workplace Issues: Group Problem Solving

INSTRUCTOR
Janna Rankin

What did you like?
- How to work better as a group
- Everything
- Some things you can say, some things you can't. And everyone has issues!
- Role playing, hiring and firing to reinforce what was discussed earlier
- Open discussion

How could this session be improved?
- Don't change anything!
Self-Discovery from Myers-Briggs Type Indicator and Strengthening Supervisory Skills

What did you like?
- Information was presented in an interesting format. Mitch and Rich did a great job
- Entire course! Group interactive
- I liked the interaction with my peers. Learned that different types can feed off each other
- Very interesting topic, well presented
- Role playing by the instructors
- Self discovery
- It's fun and revealing
- Instructors!
- Training
- Instructors worked well together
- Finding out who I am and why I do the things that I do
- Interaction
- How to get the most out of other employees, and how to become a better leader
- Being able to connect with others like me
- Movement and interaction between students
- Information distributed

What could this session be improved?
- More coffee, 2 breaks
- To have the session longer because there's so much information
- Too long!
- It would be hard to improve!
UNIT 110

Successful Leadership

What did you like?
- Dynamic speaker
- This was my favorite class
- Learning that some leaders are born, and that other leaders can be trained
- Very enlightening
- Great instructor
- Very little
- Enthusiasm in instructor, belief in the topics
- The speaker kept everyone’s interest
- Great motivator
- Inspiring!
- Best of all instructors, kept class active and involved, down to earth

How could this session be improved?
- Wish it was a bit longer
- Ended to abruptly
- Different instructor?
- Show an example of a good leader
- 2 sessions

UNIT 111

Supervision and Group Dynamics

What did you like?
- How we can supervise better in certain situations
- Learning about effective leaders and group dynamics
- Group togetherness?
- All of it!
- How diversity within a group can create more solutions, ideas and develop a team cohesiveness

How could this session be improved?
- The exercise was too frustrating! Would’ve rather had several problems to solve and then share with a larger group
- Provide more handouts
- More detail, problem solving when working in groups
Selecting the Right Employee

What did you like?
- Topic, course materials
- How I can pick better employees that can produce quickly
- Learning the do's and don'ts of interviewing
- The fact that you can't say what you want to the applicant, but you have to conduct yourself in a professional manner
- All of it!
- Certain areas were informative
- Cathy did a great job making it interesting with plenty of life experiences
- With upcoming interviews next week, the topic helped me to prepare
- Group interaction, listening to other peoples situations
- Broad topic- lots of info.
- Handouts
- There were a lot of good samples; the info. was useful

How could this session be improved?
- Not enough time for situational problems on individual pieces of the process
- Get class more involved
- Have handouts in order
- More time allotted
  Maybe have the legal people in with the instructor
- Continue to give this session in the future
- More control by instructor
UNIT 120

Orientation and Training

What did you like?
- The samples
- Thought provoking, usable tools to take back
- Handouts
- Set expectations, need for orientation is the easiest method of employee retention
- Course material made me aware of the importance and attention to detail that should be taken when a new employee enters the workplace
- Timelines of topic
- Worksheets and materials
- Knowing how and why about a new employee
- Learning what I could do to help future employees with orientation
- Being able to train my employees better
- Topic

How could this session be improved?
- Too fast
- More information or better training techniques
- Show some newly hired people in your program and how they progressed
- Have someone in Human Resources sit in on the session
- Have more time for this! Too rushed!

UNIT 125

Interpersonal and Workplace Communications I

What did you like?
- Listening well, silence, body language; they all impact communication
- I opened my eyes to the possibilities of how to improve my communication
- Everything
- The fact that you can talk to people and still get the same objective with a little understanding
- Learning the do's and don'ts in communicating with other people
- All of it
- Great information

How could this session be improved?
- Discuss how to communicate with problem employees
- More time to deal with specific timely issues
- More group work and examples of different types
INTERPERSONAL AND WORKPLACE COMMUNICATIONS II

What did you like?
- Interacting with others
- Materials were excellent, speaker well versed in topic
- Everything
- That I can make the job better. Good class
- Communication is the key to being a good supervisor
- Learning to overcome communication barriers
- Instructor
- I liked the group exercise

How could this session be improved?
- More time for directly affecting situations
- Active group activities, group networking, worksheet to problem solve more

UNIT 131

WORK ENVIRONMENTS THAT MOTIVATE

What did you like?
- Parks and Rec. will miss Wayne!
- Best one for last. This will help me immensely
- More 1 on 1
- How to get the most out of employees
- Good communication skills
- Everything
- Brainstorming ideas to create an environment that motivates
- Learning how to motivate
- The session was great
- Instructor-good presentation
- The interaction with other class members

How could this session be improved?
(No answers)
UNIT 135

Team Building: Establishing a Common Vision and How to Work Together
Wayne Bain

What did you like?
- Instructor
- Everything
- Learning how to develop teamwork
- Energy of Wayne and his ability to personalize how his changes have affected positive relationships and changes with staff
- Very good communicator
- How we can work together as unit or department
- Great— but too much too quick!
- Conceptual value
- Seems to believe in hands off approach

How could this session be improved?
- Missed on spending time on teaching skills
- More problem solving
- Need more concrete examples or ideas as to how these ideas have been implemented

IT 141

In Basket: The Challenge of Setting Priorities
Joe O'Neill

What did you like?
- Working thorough various issues
- The opportunity to work through a problem with a team
- The interaction with the group opened up a bunch of new perspectives that could be utilized in the workplace
- The interaction of our group
- Leaving the room and working around a table on couches and chairs, it was a welcome change
- Interaction of group

How could this session be improved?
- Needed more time to work on situational project
- Needs a better way to present solutions
- The second half of discussion became repetitive
- Too much paperwork for too little time, give handouts earlier
Performance Management

What did you like?
- Sincere instruction and suggestions
- I like the concrete examples he gave, he made it clear how important it is to measure performance
- Very knowledgeable instructor, vast knowledge, but was unable to get class awake
- Great instructor
- Creating the standardized form
- Learning tools for job performance
- His presentation
- Good class on team progress
- How we can run a department better
- Effective but low energy instructor
- Timely topic for my organization
- Useful tools and ideas
- More time for this

How could this session be improved?
- Longer course, more time
- More group work
- Less lecture
- How to measure employee morale, teamwork, satisfaction

79. OVERALL EFFECTIVENESS OF ALL CLASSES
- Classes were well structured and the instructors were very effective in conveying quality info. that can actually be used on the job
- Everyone did a good job
- Good refresher in many aspects
- The classes really hit home for me
- All classes will be very useful
- Classes were very informative and well presented
- All classes were informative and taught well
- Good
- Very effective
- Great info, presented in a respectful manner
- Excellent
- A+, very nice
WILSON LODGE ACCOMMODATIONS
- Check-in was a slight problem. Other than that everything was great!
- Very nice
- Rooms very comfortable
- Excellent
- Wow
- Beautiful arrangement, courteous staff
- Awesome, staff and accommodations are first class
- Service very good, keep up the good work
- Nice rooms, great food... great!
- The park is wonderful
- Great

CLASSROOM FACILITIES
- Very good
- Room cold at times
- Good
- Glad to be assigned to one room instead of racing around the bldg. looking for rooms
- Big and a lot of space. Water, coffee, and cookies can't be beat

MEALS AND REFRESHMENTS
- Very good
- Good
- The food was great
- 5 stars
- Good- nice variety
- Food good and reasonably priced
- Different.....

YOUR OVERALL SATISFACTION WITH THE SCHOOL
- I am completely satisfied and excited to be coming back here to finish next year!
- Very satisfied
- Enjoyed it!
- Very pleased with the material given and always feel like I get my "money's worth"
- The school far exceeded my expectations
- B
- Very informative. More emphasis should be made on rewarding employees
- Excellent! Will be back for 2nd yr. Class
- Had a wonderful time and learned a lot
1. Did the program meet your expectations? (Please explain.)
   - Actually surpassed them! Great Job!
   - Very much so
   - Yes, great instructors
   - Yes, the small size of the school created cohesiveness, and was beneficial
   - Yes, but I would have liked more group interactive projects
   - Yes
   - Yes, I expected that the classes would be intense. And even though I will not remember everything, I will certainly be able to use what I do remember immediately
   - Very much so. It was exactly what you said it would be
   - Yes, it was one of the few programs I've been to that I've received information I can actually use
   - Yes, every class had something that will be useful to me
   - Yes, so impressed to hear director's from other parts of the country
   - The school was great. I came here nervous about networking with people that I have never met because I don't do well in those situations. But it was easier that I thought to get involved

2. What topics would you add, change or delete?
   - Would add dinner to the meals
   - Delete successful leadership class
   - The topic of legal issues of supervision was kind of redundant because some of the material was covered in other presentations
   - Adding some organizational development topics
   - Delete the "positive things" activity, would like more time with group problem solving
   - Use laptop with point presentation
   - We have learned about procedures to follow, now we need examples
   - Delete law issues
   - Would add dinner to the rate deal, along with breakfast and lunch
   - Delete "Successful Leadership" class
   - Add: "Performance Appraisal" and "Rewarding Results" classes
   - Specific classes for programmers, add working with outside groups, change problem solving in the workplace, and performance management

3. Please add additional comments, which might assist us in planning next year's program:
   - Get list of participants out to attendees early to facilitate travel. Start sessions at 8am everyday
   - Some material was repeated from other sessions, but that's certainly not your fault
   - The time goes quickly and it seems there is never enough time to discuss everything
   - Have all handouts in the books. Give time for us to preview and possibly ask questions
   - Have handouts on everything, so note taking is minimal. That way we can pay total attention to what the instructor is saying

4. Would you recommend this program to your professional associates?
   - Yes 18   No 0
Supervisors' Management School
Board of Regents Mid-Year Meeting
March 23 and 24, 2001
Oglebay Resort, Wheeling, WV

Minutes

Friday, March 23, 2001

At 8:15 a.m. Chairperson John Weber called the meeting to order with the following Regents present: Ron Olson, Ernest Burkeen, Joe O'Neill, Cathy Santa, Janna Rankin, Harvey Feldman, and Gail Elder White. NC State University and Oglebay Park representatives present were Kathy White, Chip Futrell, Sherrie Knott, and Tim Norman.

Approval of Minutes
A motion was made to accept the minutes from the 2000 school without corrections. The motion was seconded and passed unanimously.

New Regent Introduction and Orientation
The three new Regents, Janna, Harvey, and Gail, introduced themselves. All other Regents individually shared "words of advice" to the new Regents.

All Regents were encouraged to meet all deadlines as presented and add names of resources to the reading list for the students.

Curriculum and Instruction, Kathy White, Committee Chairperson
The Board asked the staff to color code all name tags by section and to add the name of the state where each student resides.

The Board discussed their decision from last fall to have a cook-out meal served on Sunday evening, rather than a reception. The difference in cost will be about $5/person and was added to the budget.

The Regents requested that all lunches be kept to a 1-hour maximum if at all possible.

The following were decisions made regarding the first and second year curricula:
- Gail Elder White will teach Diversity Issues in the Workplace and the total time will be increased to two hours.
- Gail will also teach Performance Management.
- John Weber will teach Selecting the Right Employee and will re-name the course and re-write the course description.
- Wayne Bain's two courses, Work Environments that Motivate and Team Building: Establishing a Common Vision and How to Work Together, will be combined into one 3-hour session. Wayne will re-title this new, combined session.
Two new courses were added:
1. *What Business Are You In* to be taught by Harvey Feldman (2 hour session).
2. Violence in the Workplace to be taught by Ron Olson (2 hour session).
*Managing Personal Stress* will be taught by Harvey Feldman
*Understanding Organizational Behavior* will be taught by Joe O'Neill.
*Current and Emerging Workplace Issues* will be taught by Ernest Burkeen.
*Successful Leadership* will be taught by Cathy Santa.

Following a 1:00 p.m. tour of the NASA Challenger Center at Wheeling Jesuit University, the following decisions were made regarding the Graduate Seminar:
* The past Chairperson, Ron Olson, will be the room host for the Graduate Seminar. The current Chairperson, John Weber, will assist with room host duties.
* Surviving in a Political World will be taught by Joe O'Neill on Monday morning.
* The NASA Challenger session will be held Monday afternoon and will be facilitated by Ron Olson. The decision was made to spend $750 for this session.
* Improve Team Effectiveness with the Communication Wheel will be taught by Richard Liles and Mitch Owen on Tuesday morning.
* Understanding Your Shadow will be taught by Richard Liles and Mitch Owen on Tuesday afternoon.
* What Makes a Great Manager will be taught by Harvey Feldman on Wednesday morning.
* Contemporary Issues will be taught by Wain Bain on Wednesday afternoon.
* Who Moved My Cheese will be taught by Janna Rankin on Thursday morning. The decision was made to spend $895 plus materials for this session.
* The Graduates will have a team building exercise on Thursday afternoon.

Nominations Committee, Ron Olson and Cathy Santa
As an effort to stagger the expiration dates of the terms of the Regents, a motion was made to extend Ron Olson's term 2 years, expiring November 2003, and to extend Joe O'Neill's term one year, expiring November 2002. The motion was seconded and passed unanimously.

A motion was made to elect Jody Stovers Chairperson of the 2003 school. The motion was seconded and passed unanimously. Jody was elected by acclamation.

Mid-Year Meeting Committee, Ernest Burkeen and John Weber
A motion was made to hold the 2002 mid-year meeting in Largo, Florida, hosted by Cathy Santa. The motion was seconded and passed unanimously. Cathy will look at April 6-7 or April 13-14 as possible dates. A final date will be reported by her back to the group.

Marketing Committee, Joe O'Neill, John Weber, and Chip Futrell
Chip and Sherm will revise the brochure and submit to John, Joe, and Cathy for corrections.

The brochure will look similar as last year's, but will be expanded to 11"x25" to include information about the Graduate Seminar and learning outcomes for each course.

Letters will be mailed to last year's first year class and to all graduates encouraging them to register for second year or the Graduate Seminar.
Special Activities Committee, Jody Stowers and Ernest Burkeen
The Sunday night activity will be a game called Win as Much as You Can, instead of the scavenger hunt held last year. All students will meet with room hosts on Sunday evening for 30 minutes after orientation. The Sunday night schedule will be as follows:
6-7 dinner
7-7:30 orientation
7:30-8 Win as Much as You Can
8-8:30 students meet with room hosts

The Wednesday night session was discontinued as a required session since the students are obtaining at least 42 hours of classroom time without that session. An optional session will be held on Wednesday evening for the students to interact the Regents and instructors and discuss any issue(s) that they may have.

A letter will be sent out to all students in September asking them about "burning issues" that they would like to have addressed at the school. The students will be asked to return the list of issues to Kathy White.

Bylaws and History Committee, Wayne Bain and Gail Elder White
No report at this time.

Local Arrangements, Tim Norman, Oglebay Representative
Shuttle service will cost $43/person one way to or from Pittsburgh or $99/person from Columbus.

Free trolley rides are available to the students, Regents, and instructors by showing their name tag.

Room rates for the 2001 school will be $83/day for single or $58/person/day for double.

At 5:00 p.m. the meeting recessed until Saturday.
Saturday, March 24, 2001

At 9:10 a.m. Chairperson John Weber called the meeting to order with the following Regents present: Ron Olson, Ernest Burkeen, Joe O'Neill, Cathy Santa, Janna Rankin, Harvey Feldman, and Gail Eider White. NC State University and Oglebay Park representatives present were Chip Futrell, Sherrie Knott, and Tim Norman.

Room Hosts were announced as follows:
- Group 1A: Janna Rankin Room BV1
- Group 1B: Cathy Santa Room BV3
- Group 2A: Wayne Bain Room 5
- Group 2B: Joe O'Neill Room 6
- Group 2C: Jody Stowers Ye Olde Dining Room
- Graduate Seminar: Ron Olson Terrace
- Resource Room: BV2

Evaluations Committee. Harvey Feldman and Janna Rankin
A motion was made to drop the 2 highest and 2 lowest scores from each answer on the evaluation form. The motion was seconded and passed unanimously. This will be done if the Computing Center at NCSU is able to do so.

A motion was made to replace the question, Instructor was well prepared, to Instructor achieved learning outcomes. The motion was seconded and passed unanimously.

A motion was also made to add the following questions to the overall evaluation:
 Were you given adequate opportunities to interact with each other? and
 Were you given adequate opportunities to interact with the Regents and instructors?
The motion was seconded and passed unanimously.

A motion was made to keep the 5-point scale previously used on the evaluation form. The motion was seconded and passed unanimously.

The 2000 school financial report was presented to the board along with the 2001 school budget. Several items were changed to reflect programmatic decisions made during this meeting. A motion was made to accept the budget as amended. The motion was seconded and passed unanimously.

A motion was made to pursue a 50-50% sharing agreement between the board and NCSU for half of the profit from the school to go into a separate fund and half of the deficit to come out of this fund on an annual basis. After much discussion the motion was withdrawn.

A motion was made for John Weber, Harvey Feldman, Ron Olson, and Janna Rankin to explore the potential for a special account to be established with NCSU for all profits to be used for the school. The motion was seconded and passed unanimously.
With all business covered, a motion was made to adjourn the meeting. The motion was seconded and passed unanimously. The meeting adjourned at 11:45 a.m.