

**GLMC SUPERVISOR TRAINING – Afternoon Session**  
**Northeast Technology Center, Pryor Admin Offices**  
(next to Industrial Airport)

Sept 29 – Nov 17, 2011

Cost: \$165 per person – includes all sessions, materials & lunch on November 17 (Graduation)

#	DATE	TOPIC	INSTRUCTOR
1.	September 29 Thursday 1-4:30 pm	Team Building	Patrick Tuttle
2.	October 6 Thursday 1-4:30 pm	Communication Skills <ul style="list-style-type: none"> <li>• Proactive Listening</li> <li>• Getting Your Ideas Across</li> <li>• Clear Written Communication</li> </ul>	Dan Chiodo Impact Training
3.	October 13 Thursday 1--4:30 pm	Fundamentals of Managing <ul style="list-style-type: none"> <li>• Coaching versus Bossing</li> <li>• Dealing with Conflict</li> </ul>	Nancy Kenney MSSU
4.	October 27 Thursday 1-4:30 pm	Problem Solving <ul style="list-style-type: none"> <li>• 5 Whys</li> <li>• Processing Mapping</li> <li>• Pareto</li> <li>• Cause &amp; Effect Diagram</li> </ul>	Elke Howe, MSSU Industrial Engineering Technology
5.	November 3 Thursday 1-4:30 pm	Intro to Quality <ul style="list-style-type: none"> <li>• What is a Quality System?</li> <li>• What does it mean to your company?</li> <li>• What does it mean to you?</li> </ul>	Angie Schulte Malone's CNC Machining
6.	November 10 Thursday 1-4:30 pm	LEAN in the Workplace <ul style="list-style-type: none"> <li>• Overview of Lean methods and tools</li> <li>• The Supervisors roles in Lean</li> <li>• Team exercises in Lean</li> <li>•</li> </ul>	Kevin Hop The Takt Time
7.	November 17	GROUP Plant Tours & Graduation	

**LOCATION: NE Technology Center, Pryor Admin Offices, 918-825-7040**

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