

Supervisory success is made possible by understanding the options and tools available to you as a supervisor or manager. Successful Supervision is a function of role clarity, the achievement of goals, the development of people, decision-making skills, successful delegation, effective communication, and the selection and retention of talent. Successful Supervisors know how to create self-fulfilling prophecies of success...through people.

*5 x 4-hour sessions • Register online at [GreaterRochesterChamber.com](http://GreaterRochesterChamber.com).*

## **Participation & Standards Workshop I Role and Responsibility**

- What's Your Job
- History of Managing and Supervising
- Management Styles
- Empathic Listening

## **Reinforcement Workshop II Achieving Performance Goals**

- Assessing Performance
- Coaching & Counseling
- Discipline & Conflict Resolution
- Dealing with Negativity

## **Workshop III Problem Solving and Decision Making**

- Solving the Right Problem
- Decision Making Styles
- Designing Desired Outcomes

## **Anticipating Obstacles Workshop IV Delegating and Positive Accountability**

- New Hire Orientation
- Clarity of Directions

## **Delegation Matrix Workshop V Bringing the Pieces Together Emotional**

### **Quotient (EQ)**

- Trust & Retention Relationship
- Consistency & Inconsistency
- Partnering with Your Boss

A certificate of completion will be provided after the training.

Series Cost: \$700: Greater Rochester Chamber members | \$900: Non-members

**Questions? [Cassidy.Pendell@GreaterRochesterChamber.com](mailto:Cassidy.Pendell@GreaterRochesterChamber.com)**



## Pat Piles

### *Top Line Performance*

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Pat, a highly effective motivational trainer, and speaker brings over 25 years of corporate and independent business experience in organization and business development, productivity improvement and marketing. He brings expertise in the areas of strategic planning, targeted innovation, high-impact team development, and the application of problem-solving methodologies to small and medium-sized businesses. He is a Certified Career Advisor and Business Trainer with the latest tools, information, and teaching methods.

He has designed and developed materials, delivered multi-module programs for all organizational levels on subject areas including performance improvement, employee retention, leadership & managerial skills, and strategic planning and business management.

Pat's consulting experiences include being a staff consultant for an internationally recognized innovation consulting company and operating his own consulting practice, Top Line Performance. Client experiences include having worked with Fortune 100 and 500 companies and a branch of the United States Military. Pat offers a special focus on organization and individual career development.

When it comes to the corporate arena, Pat has held positions of Divisional Manager of Organization Development, Vice President of Human Resources and Senior Vice President of Human Resources in three of the countries largest Retailing corporations.

His background also includes private business sector expertise, having owned and operated a personnel staffing, permanent placement, and executive search company. Pat is also one of the co-founders of Career Navigator, the highly successful program for the unemployed and under-employed. Career Navigator is a five-day, boot camp-like training experience in job-searched fundamentals. Over 2,000 participants have experienced Career Navigator.

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