

# Raise the Bar: Conflict Resolution & Employee Coaching



As a supervisor, conflict and performance problems are the most challenging issues we experience. These problems may stifle production or make the working environment very inefficient. Get solutions to some of your toughest leadership problems and become a more confident and effective supervisor.

This workshop is led by experts skilled in communication and conflict resolution who will help you get the most out of your employees. You will learn to:

- Give effective feedback to help team members meet your expectations
- Prevent unnecessary conflicts
- Identify techniques for corrective, rather than punitive, action that gain employee acceptance
- Prepare for and manage workers' reactions to performance redirection/correction
- Discover coaching methods to establish measurable performance standards and communicate them clearly, even to a problem employee

**Wednesday  
May 23, 2012**  
**SCC Continuing Education Center**  
**301 S. 68th St. Place, Lincoln**  
**Room 302**  
**8:30 a.m.-4:30 p.m.**  
**\$209** (One hour for lunch on your own.)

A certificate and 0.7 CEUs will be awarded for successfully completing this class. One hour for lunch on your own. This workshop is designed for leaders in both new supervisor/manager positions as well as seasoned leaders.

For more information, please contact  
**Amy Chesley**  
**402-437-2709 • 800-828-0072, ext. 2709**  
**achesley@southeast.edu**

## REGISTRATION FORM - NON-CREDIT COURSE

Complete this form with payment information and send via FAX or mail to: **SCC-Continuing Education Center**  
**301 S. 68th Street Place, Lincoln, NE 68510**  
**FAX: 402-437-2703**

Include credit card information or Letter of Authorization for third-party billing. The College requires a student's Social Security number as a condition for enrollment. A student's Social Security number information constitutes an "educational record" under the Family Educational Rights and Privacy Act (FERPA). The College will be privileged to disclose that information only with the consent of the student or in those very limited circumstances when consent is not required by FERPA.

2012 QUARTER	
<input type="checkbox"/> SUMMER	<input type="checkbox"/> WINTER
<input type="checkbox"/> FALL	<input checked="" type="checkbox"/> SPRING

Social Security Number		Name: Last		First	Middle Initial	Email Address	
Residence Mailing Address				City	State	Zip	County #
Birth Date		Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Ethnicity (select one): <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Not Hispanic or Latino	Race (select one or more): <input type="checkbox"/> White <input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> Black or African American <input type="checkbox"/> American Indian or Alaska Native		<input type="checkbox"/> Resident of Nebraska <input type="checkbox"/> Non-Resident of Nebraska	
						Home Phone	
						<input type="checkbox"/> Cell <input type="checkbox"/> Business Phone	

COURSE NUMBER	SECTION	TITLE	DATE	PLACE	COST
B S A D 3 7 1 3	H B S A	Raise the Bar: Conflict Resolution	May 23	CEC, 302	\$209

**SIGNATURE** \_\_\_\_\_

Check  Cash  Mastercard  AMEX  Discover  VISA V Code \_\_\_\_\_

Name as it appears on card: \_\_\_\_\_

Exp. Date \_\_\_\_\_ Credit card # \_\_\_\_\_

Billing agency (INCLUDE LETTER OF AUTHORIZATION ON COMPANY LETTERHEAD)

For the protection of your personal credit card information, do not email this form to SCC. If faxing, only use the fax number listed or verify with SCC before using another SCC fax number.

Submission of this form indicates that I understand: 1) that my registration is complete and that I am accountable for the tuition and fees and subject to a grade in the courses listed; 2) that should I officially drop, cancel, or withdraw, any refund in tuition will be determined by the date I submit my request to Continuing Education; 3) that failure to attend a course does not constitute an official drop/withdrawal; 4) the personal information contained herein is correct as shown; and 5) any changes in SSN, legal name, address, residency, etc. must follow the College procedures in the Student Handbook and College Catalog. It is the policy of SCC to provide equal opportunity and nondiscrimination in all admission, attendance, and employment matters to all persons without regard to race, color, religion, sex, age, marital status, national origin, ethnicity, veteran status, sexual orientation, disability, or other factors prohibited by law or College policy. Inquiries concerning the application of SCC's policies on equal opportunity and nondiscrimination should be directed to the Vice President for Access/Equity/Diversity, SCC Area Office, 301 S. 68th St. Place, Lincoln, NE 68510, 402-323-3412, FAX 402-323-3420, or jsoto@southeast.edu.

<b>SCC Staff Tuition Waiver</b>	( )
<b>TOTAL DUE</b>	
<b>FOR OFFICE USE ONLY</b>	
DE	ID#

## Read what past workshop participants are saying about this workshop.

*"Reviewing the coaching process and steps of discipline were very helpful. The method to approach these steps of discipline will allow my employees to experience the natural consequences of their choices and get them back on track. The reminder of proper documentation of these meetings will also assist HR if needed."*

*"I really appreciated the forms provided in the "Raising the Bar" class for preparing and tracking conversations with employees. They will really help to keep conversations on track. The streamlined approach to confronting situations is also great. I also needed the reminder to compliment good behavior/work. It is easy to focus only on negative activities and get pessimistic about everyone."*

*"I enjoyed "Raise the Bar" workshop very much. I learned some valuable things I can apply at my office and with my co-workers. I learned how to be much more direct when it comes to dealing with office issues and with discipline issues. The facilitators provided us with some valuable tips on many items that I can put to use right away. It was an excellent seminar."*

*"I really took to how easy coaching can be with more practice. They said it several times and I was like yeah right, but it's true!! This has been getting easier and easier every day and I would like to thank everyone that I worked with at this course to get me over the hump I was facing."*



# WebAdvisor On-Line Registration

**You must have an e-mail account to register online.**

## **To Register by Logging In:**

You must know your **UserID** and **Password** to proceed.

If you do not know your UserID or Password:

- Click on the "I'm new to Webadvisor" at the bottom of the page.
- Follow the 4 quick steps to get your UserID and Password

1. Click the "**Log In**" Tab at the top of the page.
2. Enter your **UserID** (This will be your first initial of your first and last names and your student ID number, e.g. John Doe would be JD123456)
3. Enter your **Password**
4. Click on the gold "**Continuing Education**" bar

**IMPORTANT!!!!** *If you have moved or changed your contact information, please click on "Address Change" under User Account to update your information. This is the only method that will provide current contact information if classes are cancelled! If your contact information is not current, we cannot notify you if the class is cancelled.*

---

5. Click on "**Register and Pay for Continuing Education Classes**"
6. **Search for your class** by entering either a key word in the title or the course number, "Submit" (Enter information in only 1 field for a broader search.)
7. **Select the course** you wish to register for, then click "**Submit**".
8. Enter your **Additional Registration Information** and "**Submit**" or just "Submit"
9. To "Pay for Classes" choose "**Register now**" as your option and select your **Payment Type**, "Submit".
10. Enter your **payment information**, "**Submit**"

## **Benefits of Logging in to WebAdvisor to register:**

- You can add/drop classes.
- You can update your contact information.
- You can see your class schedule.
- No need to provide your SSN each time.

## **To Register Without Logging In:**

- \* You must provide your Social Security Number
1. Click on "**Continuing Education**" bar
  2. Click on "**Register and Pay for Continuing Education Classes**"
  3. **Search for your class** by entering either a key word in the title or the course number, "**Submit**" (Enter information in only 1 field for a broader search.)
  4. **Select the course** you wish to register for, "**Submit**".
  5. Enter your **personal information**, certify your identification, "**Submit**"
  6. Enter your **Additional Registration Information** and "**Submit**" or just "Submit"
  7. To "Pay for Classes" choose "**Register now**" as your option and select your **Payment Type**, "Submit".
  8. Enter your **payment information**, "**Submit**"

**IMPORTANT!!!** *If you register without logging in, you must contact our office at 402-437-2700 to update your contact information or we will not be able to notify you if a class is cancelled.*

---

## **Log in to WebAdvisor:**

<https://webadvisor.southeast.edu/WebAdvisor/WebAdvisor?TOKENIDX=3694120878.asp&type=M&constituency=WBCE&pid=CORE-WBCE>

\*The College requires a student's Social Security number as a condition for enrollment. A student's Social Security number information constitutes an "educational record" under FERPA.