

TEN REASONS TO PARTNER WITH US

1 Proven Programs

Thousands of people take part in our programs each year.

2 Expert Faculty

Our faculty members blend industry experience and academic excellence.

3 Cost-Effectiveness

Maximize training dollars by developing the right program and choosing the best delivery method.

4 Customization

Tailor programs to your organization's goals.

5 Economic Development

Penn State is invested in the success of your organization.

6 Staying Power

We have helped organizations achieve excellence for nearly 100 years.

7 Research

Tap into the resources of one of the nation's premier research institutions.

8 Unparalleled Satisfaction

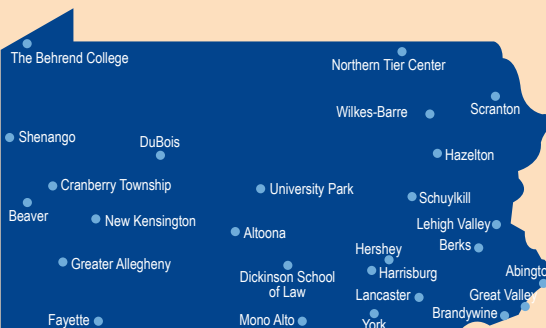
Our courses and instructors are consistently rated as excellent on course evaluations.

9 Experience

Our client list reflects our partnerships with successful organizations in a broad range of industries.

10 Full-Service Approach

We do more than offer programs. We can guide your organization through the entire process.



Bringing Penn State to You

Resources are limited, and finding time for training can be challenging. To make it simple for you, our workshops can be delivered at one of our locations or on-site at your organization. Many of our courses can even be delivered online.

Leverage your local campus

Broad Portfolio

Our portfolio includes the most sought-after competency-based training. In addition, our work with a wide range of industries helps us to bring that insight to your organization.

Flexible Format

We offer programs at our location, your location, and online. We can work with you to make sure the programs will fit your organization's schedule.

Cost-Effective Solutions

We work with you to find cost-effective ways to meet your needs; we can bring programs on-site to avoid travel costs and show you how to combine our time-tested public offerings with professional development programs that are tailored to your business or organization.

Integrated Training

Our programs offer many opportunities to apply concepts to real-life work scenarios through case studies and other tools.

Contact us to learn more

sites.psu.edu/leadershipdevel

A Sampling of our Clients

- Alcoa
- American Cancer Society
- American Council of Engineering Companies
- Bedford Reinforced Plastics
- Brentwood Industries, Inc.
- Capital Blue Cross
- Centre County
- Chester County
- East Penn Manufacturing
- Eat'n Park Hospitality Group
- EnerSys
- L.R. Kimball
- Lehigh Valley Health Network
- Memorial Medical Center
- PA CareerLink
- Pennsylvania Department of Education
- Pennsylvania Department of Transportation
- Penske
- Quadrant
- RR Donnelley
- Schindler Elevator Corporation
- Truck-Lite
- Turkey Hill

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PennState

Statewide Continuing and Professional Education

LEADERSHIP DEVELOPMENT PLANNER

Customized professional development solutions to enhance the performance of your leadership team

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LEADERSHIP DEVELOPMENT SERIES

Strengthen Your Leadership Team

The Leadership Development Series provides training for every level of your management team. Each program hits core competencies for success, and we can customize the program to meet your specific needs.

FUNCTIONAL MANAGER™

A performance management program for experienced managers.

Effective leadership is more than just knowing fundamental concepts. It's about successfully applying concepts in the workplace. The Functional Manager™ program, through a series of experiential workshop sessions, allows participants to explore and practice key areas of management. These areas build on an educational experience designed to develop competencies beyond the typical supervisory skill set. After completing the program, participants should be able to apply new knowledge to current industry challenges—in addition to issues such as “doing more with less” and “sharing of best practices.”

- Lead change in your organization.
- Develop and lead teams.
- Manage time and priorities more effectively.
- Help employees grow.
- Manage a diverse workforce.
- Resolve interpersonal conflicts.

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| Introduction to the Functional Manager | Foundations and Contemporary Leadership Practices | Strategic and Business Management | Employee Performance Management and Feedback |
| Advanced Interpersonal Skills | Effective Communications and Presentations | Solving Problems and Making Decisions | Project Management |
| Customer-Driven Management | Building a Culture for Success | Leading Organizational Change | Project Application Report-Out |

SUPERVISION ESSENTIALS™

A leadership competency series for new and upcoming frontline supervisors.

The Supervision Essentials™ Series is geared to new and upcoming frontline supervisors who want to keep their knowledge and skills consistent with—or a step ahead—of the demands of the workplace. The program focuses on developing practical skills in key areas related to successfully supervising and leading today's employees. It provides an excellent opportunity for new supervisors—and those looking to move into a supervisory position—to move beyond the ‘basics,’ to a more advanced understanding of supervisory skills and competencies. The flexibility of the program allows customization by selecting from areas that are more relevant to your work environment.

- Learn the fundamental concepts of supervising with confidence.
- Build working relationships that get results.
- Communicate effectively with your employees.
- Manage your time and priorities more efficiently.
- Inspire better performance from those whom you supervise.
- Solve conflicts with poise and control.

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| Meeting Supervisory Responsibilities | Communicating Effectively | Building Work Relationships | Leading Others |
| Setting the Stage for Excellent Performance | Clarifying Expectations and Observing Performance | Coaching and Providing Feedback | Dealing with Challenging Performance Situations |
| Managing Time and Priorities | Solving Problems | Resolving Conflicts | Supervising Projects |
| Interviewing and Selecting Employees | Developing Employee Skills | Developing a Team | Building a Positive Work Climate |
| Coaching Across the Generations | E-Leadership | Emotional Intelligence and Work Relationships | Employee Engagement |

ORGANIZATION-WIDE TRAINING

Build fundamentals at all levels.

Some workplace issues can affect employees in any one or multiple levels of the organization—from frontline staff to the executive level. Penn State has created a useful framework of short professional education courses to help you address a variety of training needs for personal professional development. The courses cover five core areas that can be customized to meet your organizations unique challenges and can be delivered to employees on-site or online.

- Personal Mastery
- Managing Relationships
- Managing Processes
- Leadership

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| Interpersonal Communications | Business Writing: Grammar | Finance for the Nonfinancial Manager | |
| Customer Service | Project Management | Lean | SQL |
| Resolving Conflict | Respectful Communications | Positive Influence | Coaching |
| Managing Change | Workplace Ethics | Diversity | |