



WCRP Management & Supervisory 101

About this course

This course has been formatted from a single day in-person training into an ON-DEMAND virtual course, covering leadership, communication, and public sector ethics. Management & Supervisory 101 lays a foundation for any leader, whether you're a new or up-and-coming supervisor, or someone who has been in your role for some time seeking a refresher.

Course Objectives:

- Understand critical leadership functions and qualities
- Gain insight into leadership styles and their appropriate application
- Recognize and deal with the challenges of becoming a new leader
- Practice making tough leadership decisions
- Learn your communication style and how to work with other styles
- Understand the dynamics of non-verbal communication
- Determine when to use face-to-face communication vs. electronic means
- Be able to stop gossip
- Be able to recognize and resolve ethical issues
- Clearly understand your role in creating an ethical work environment

PLEASE NOTE: Prior to starting this course you will need to either have access to a printer or the ability to electronically access and complete the course materials.

Course details

- 3 hours 5 minutes
- Owned by WCRP
- WCRP members only

Ready to take the course?

Sign into [WCRP's Online University](#) (LocalGovU) and get started today!

- Not sure if you have a WCRP Online University account?
- Forgot your password?
- Need to create an account?

LocalGovU can help! Please contact LocalGovU Customer Success Manager, Ana Walls, either by calling (415) 962-8311 or emailing awalls@lexipol.com. To reach the Customer Success team, call 866-845-8887 or email customerservice@localgovu.com. Customer Success representatives are available from 6:00am to 3:00pm PST.

Click to check out [WCRP's Training page](#) for a full list of educational opportunities!