



## WCRP Management & Supervisory 201

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### About this course

This course has been formatted from a single day in-person training into an ON-DEMAND virtual course. Management and Supervisory 201 builds upon the foundational concepts presented in the 101 course and it will provide supervisors with tools as they face more complex issues. Individuals will learn about the importance of managing employee performance, how to have difficult conversations, and gain insight on how to engage their employees.

#### Course Objectives:

- Apply leadership skills to management functions
- Be able to provide clear directions to employees
- Understand how to assess problems and provide coaching
- Gain skill in conducting difficult conversations
- Be able to deal with responses to those conversations
- Learn what employees need to be engaged in their work
- Create a plan for your employees

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

- 4 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](mailto:awalls@lexipol.com). To reach the Customer Success team, call 866-845-8887 or email [customerservice@localgovu.com](mailto: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!