

# AMERICA'S MOST PRACTICAL SUPERVISOR TRAINING: 14 VITAL SKILLS FOR SUPERVISORS

For Information  
Call: 1-800-626-4327

## Turn Your Supervisors into World Class Experts at Managing Employees and Inspiring Others



Most supervisors aren't taught supervision skills. The result is increased risk to employers from missteps and mismanagement of employees. With this risk comes the potential for violence, conflicts, low morale, HR headaches, and a compromised mission.

This professionally narrated web course installs in minutes. (DVD, Flash Movies, PowerPoint, and PowerPoint with sound show are also available.)

- Easy to use. Simply upload interactive program to your web site or run it directly from the CD. You own it.
- Includes 14 skills - topics supervisors need most along with tips, examples, resources, test questions, and Certificate of Completion. Your handouts, can be inserted by us. (Phone or email to learn more.)



### Incredible Features

- Free customization with your logo.
- 196 Frames, 14 skills, professionally narrated
- Save and return buttons for interrupted training
- Self-scoring 30-question test
- Personalized certificate of completion with score and date.

### Skills Modules Include:

- Constructive and Supportive Confrontation
- Documenting Properly
- Evaluating Performance
- Inspiring Employees, Praising Performance, and
- Resolving Coworker Conflicts
- Acting on a Fitness-for-Duty Policy
- Building Your Team
- Communicating Effectively with Upper Management
- Observing Your Employee's Performance
- Giving Feedback and Constructive Criticism
- Delegating and Following Up
- Dispensing Discipline
- Preventing Violence
- Investigating Minor Incidents and Employee Complaints

**WorkExcel.com**  
Employees & Leadership Engaged.

### 14 VITAL SKILLS FOR SUPERVISORS

CALL: 1-800-626-4327 FAX: (843) 884-0442 (secure line)

YES! I am investing in my supervisors and reducing risk in our company!  
Enclosed is my payment in the amount of \$997 USD. Please send 14 Vital Skills for Supervisors in the format chosen below. I receive FREE shipping.

- Web-course (with sound, test questions, handouts, certificate of completion)
- PowerPoint with sound/non-sound (I get both--everything is editable)
- DVD for standard DVD player
- Video files for website and portable self-play CD

To: DFA Publishing & Consulting, LLC, WorkExcel.com,  
P.O. Box 2006, Mt. Pleasant, SC 29465

PAYMENT  Check Enclosed  Bill P.O.# \_\_\_\_\_  Bill me



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Name (please print) \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

**GUARANTEE:** We guarantee that this web-based training program will be powerful, easy, fun to use, and reduce risk in your workplace. It will revolutionize your ability to reach more supervisors, add excitement, efficiency, and value to your program, and increase the number of referrals to your EAP. If not, we will refund your payment no questions asked.