

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

MARCH 13, 2014

8:30 A.M. – 4:30 P.M.

LEADERSHIP IS EVERYONE'S BUSINESS

Today's – and tomorrow's – most successful companies are creatively adapting to unceasing change and uncertainty by encouraging leadership at every level of the organization. The new competitive requirements – quality, innovation, customer responsiveness and flexibility – demand an organization filled with people taking the lead in improving processes, collaborating on products and responding appropriately to ever-changing markets. Managers, while struggling to get better results with fewer people and resources, are realizing that full participation is not "good"; it is critical. Only the concerted and enthusiastic efforts of everyone will give us the edge we need. This is the challenge addressed by Leadership is Everyone's Business. In this program participants discover how they have shown leadership in the past to meet business and personal challenges, allowing them to gain the confidence and skill to increase their use of the Five Practices of Exemplary Leaders on the job.

THIS PROGRAM WILL HELP LEADERS:

- Recognize how leadership is key to your ability to succeed in challenging situations.
- Identify your leadership strengths and areas for improvement.
- Understand and implement the five practices of exemplary leaders.



Steve Houchin

Steve Houchin is passionate about helping individuals and teams discover the power of leadership. A dynamic, engaging facilitator, he works to develop leadership in senior executives, midlevel managers and front-line supervisors.

For 18 years, Houchin held various positions at The Kroger Co., including the role of divisional human resources director and corporate director of management education and development. He earned a Bachelor of Science from The Ohio State University and completed graduate courses at Central Michigan University.