

REGISTER TODAY

This is a one-year course. Those registering should fully intend to participate in each session, as they must be taken in the order given.

Reserve your spot at the Supervisor Essentials course by registering online at www.mrenergy.com under the EVENTS tab, or by emailing Lisa Korthals at info@mrenergy.com.

Registration is due by March 1, 2025. Class size is limited, so early registration is highly encouraged.

LODGING

Lodging is not included in the course fee. MRES has arranged discounted lodging for each session at the Homewood Suites hotel, right next to the MRES office:

Homewood Suites (by Hilton)

3620 W Avera Drive
Sioux Falls, SD 57108
Phone: 605-338-8585

Rates are \$129 for a studio queen room. Taxes and fees are additional. To make your hotel reservations, please call the hotel directly and ask for the MRES block rate. You can also make room reservations online at mrenergy.com under the **EVENTS** tab or by using the links below:

- **April session** — Deadline for room reservations is **March 26**
- **June session** — Deadline is **June 2**
- **August session** — Deadline is **July 28**
- **October session** — Deadline is **Sept. 22**

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SUPERVISOR ESSENTIALS COURSE

FOR MRES MEMBERS



MRES SUPERVISOR ESSENTIALS COURSE

The Missouri River Energy Services (MRES) Supervisor Essentials course emphasizes the tools, knowledge and connections to accelerate the transition into a supervisory role. This structure encourages participation, collaboration, creativity, leadership skills and a sense of community.

WHO SHOULD ATTEND?

The **Supervisor Essentials Course** focuses on developing new front-line supervisors or those aspiring to move up to a position as a crew leader or supervisor, including:

- Field crew (lineworkers, technicians in electric, water, wastewater, street)
- Employees who work in the front office or directly with customers

COURSE FEE

The fee is \$3,000 for the entire four-session course, which includes most materials, the assessment, breakfasts, lunches and breaks. MRES will provide a 50-50 cost-share to MRES members who commit to the full course.

MRES will issue a refund on advanced registration, provided MRES is notified by **March 31, 2025. No refunds will be granted after April 1, 2025.**

LOCATION AND DATES

All four sessions will be held in the **MRES boardroom**. Our address is:

3724 West Avera Drive,
Sioux Falls, SD 57108

The **2025 Supervisor Essentials** dates are:

- **April 16-17**
- **Aug. 20-21**
- **June 25-26**
- **October 15-16**

SESSION 1: BUDDY TO BOSS & FUNDAMENTAL SUPERVISOR SKILLS

April 16: 8:30 a.m. to 4 p.m.

April 17: 8:30 a.m. to 3 p.m.

Buddy to Boss

This class emphasizes the skills needed for a supervisor when taking over a team. Attendees will learn how to increase credibility as leaders, create an environment of trust where people/ideas thrive, motivate employees, enforce rules fairly for everyone, and lead by example.

Fundamental Supervisor Skills

Managing People stresses the importance of individual self-esteem in the workplace and shows how to give clear instructions, achieve consensus, and encourage others to commit to common goals.

Communicating with People demonstrates active listening techniques, effective communication, and ways to recognize another person's understanding of any issues.

SESSION 2: INTERPERSONAL SUPERVISOR SKILLS 1

June 25: 8:30 a.m. to 4 p.m.

June 26: 8:30 a.m. to 1 p.m.

Getting Employee Commitment provides training on how to establish specific and measurable objectives that will gain employee acceptance.

Giving Orders & Instructions shows trainees how to issue orders and instructions effectively.

Delegating Effectively explores the when, whom and what of delegating and how to use delegation as a motivational tool.

SESSION 3: INTERPERSONAL SUPERVISOR SKILLS 2

August 20: 8:30 a.m. to 4 p.m.

August 21: 8:30 a.m. to 1 p.m.

Positive Reinforcement for Improved Performance illustrates how to make employees more productive through positive supervision.

Assessing Employee Performance demonstrates the most effective techniques for measuring results against actual performance.

Using Positive Discipline gives specific guidelines and standards for changing unacceptable behavior without adverse consequences.

SESSION 4: INTERPERSONAL SUPERVISOR SKILLS 3

October 15: 8:30 a.m. to 4 p.m.

October 16: 8:30 a.m. to 1 p.m.

This class builds on the principles and techniques learned in **Interpersonal Supervisor Skills I and II**.

Improving Employee Work Habits covers difficult employee situations, and offers techniques for enforcing company policies and regulations in a non-threatening way.

Dealing with Employee Conflicts shows how to identify employee conflicts and teaches methods of conflict resolution, resolving misunderstandings and avoiding negative interactions.

Communicating with Your Boss teaches specific techniques for framing communications with superiors.