The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the university. The university does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.
COURSES DESCRIPTIONS

DISC Assessment: Self-Awareness Inventory
The disc assessment will provide an opportunity to learn more about you, others and how to deal in situations where interpersonal relationships are involved. The personal assessment will be used to assess one’s self and help understand how one person would be likely to react in specific team, management or leadership situations, given her or his disc style. The assessment will be used to help determine a course of action when dealing with problems as an individual leader and as a leadership team—that is, taking the various aspects of each type into account when solving problems or assigning jobs.

Essential Skills of Leadership
Essential Skills of Leadership is the first step to developing successful managers. By focusing on three critical management skills, the program establishes a methodology for productive interactions between team members and team leaders. Essential Skills of Leadership helps experienced managers, new managers, and aspiring managers refocus on the basics - the skills required to manage the individual while also leading the team.

Essential Skills of Communicating
Essential Skills of Communicating provides the tools necessary to develop clear, concise messages. Focusing on communication as a two-way process, the program can help even experienced managers improve their messages by making them clear, well organized and aimed at the needs and interests of the listener. By developing the essential skills of communicating, managers improve relations with their team members and increase productivity.

Training Within Industry: Job Relations
Job Relations training teaches supervisors how to handle problems, how to prevent them from occurring, and, most importantly, it aids in developing a logical, common sense approach to handling issues with a people-centric view. The core elements of this course are extremely conducive to teaching the basics of consensus building and individual problem solving. This course lays the groundwork upon which you can build the next step of stability into your organizations process.

Resolving Conflicts
Resolving Conflicts helps managers develop skills to identify the source of team member conflicts. Using effective communication and management techniques, managers can help individuals understand another point of view and move beyond the conflict.

Motivating Team Members
Motivating Team Members opens each leader’s thinking about the answers to how to motivate and retain employees. It explores what motivation truly is and how it works and explores how motivation is different for each individual. It helps leaders understand what they can do to create an improved work environment that will motivate members of their team. Motivating Team Members helps managers learn the four stages to influence a team member to perform a task, while creating a work environment that will motivate higher performance.

Developing and Coaching Others
Developing and Coaching Others educates managers to effectively and successfully develop and coach their team leaders to become better and more consistent performers. The program will help your managers learn the specifics of how they can effectively impact the learning process and coaching moments of their teams to make a marked difference and quicker performance development.

Diversity Awareness
The Diversity Awareness course provides team members with the tools that show them how to understand and respect people of other cultures. The course also helps team members develop the skills to gain greater understanding and respect from others. In addition, the course highlights how to successfully create a climate where team members appreciate differences and utilize these differences to improve interaction, increase problem solving, and promote innovation.

Supervisory Fair and Best Practices
State and federal legislation have covered virtually every aspect of managing. Even without laws, most of the required practices constitute sound human resource management as they involve treating people fairly. This workshop is designed to teach managers and/or supervisors the basic guidelines that should reduce potential litigation and help prevent unfair and illegal discrimination in the workplace.

Lean Manufacturing & Lean Administration 101
This course will provide Lean best practices for both novice and experienced shop floor and administrative leaders/supervisors. Course participants will be prepared to identify process waste while learning opportunities to reduce overall organizational financial cost. Moreover, workshop objectives can be transferred to any process within your organization.

Quality Standards in Today’s Global Economy
The reality of the global market and the increased competition it has precipitated has caused many companies to look seriously at management strategies based on quality instead of quantity. This training session examines the advantages of and suggestions for implementing a quality management program.

Health and Safety: Identifying Common Issues in Your Work Environment
This training session highlights practical approaches to accident prevention. Employers and employees are actively encouraged to participate in and support company safety efforts. Safety is a team effort. A basic understanding of people is important to the success of a company’s safety operation.

Organizational Problem Solving
Solving organizational problems often becomes difficult because the root cause is improperly defined or identified. In the rush to complete a project or meet the next deadline, people typically take action on the first solution that appears when multiple solutions are possible. Your ability to solve problems depends on your proficiency at addressing issues and problems as they arise as well as continually seeking improvement on existing methods and procedures.