Supervisor’s Academy begins July 25

Three courses on managing employees will be taught in July through the Rogue Community College Supervisor’s Academy. Topics include the essentials of effective human resource management, how to make hiring decisions, and dealing with difficult employees and customers.

Classes start July 25 at the RCC Small Business Development Center, 214 SW Fourth St., Grants Pass. Tuition is $89 per course or $247 for the entire series. Classes are scheduled from 6 to 9 p.m. Tuesdays and Thursdays. The instructor, Lew Tagliere, is an SBDC business counselor with over 40 years experience in employer/employee relationships. The series includes:

1. Strategic Human Resource Management, July 25 and 27. Topics include the importance of job descriptions and keeping them current, how to use effective evaluation tools to evaluate your staff, how to grow your staff to improve team work, conflict management, job retention, who’s the boss, and more.

2. Hiring the Right People, August 8 and 10. Identify the skills your employees need and how to find the employees that will become productive quickly. Review strategies for conducting effective and successful interviews.

3. Dealing with Difficult Employees and Customers, August 15 and 17. Topics include hiring, firing, employee evaluations; and handling inappropriate language, harassment, and conflict management by both employees and customers.

Pre-registration is required by noon two working days before the class to avoid cancellation. Enrollment is limited. Register on-line at www.roguecc.edu/bcwd, at any RCC registration site, or call the SBDC at 956-7494 for telephone pre-registration and further information.

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The Small Business Development Center is partially funded by the U.S. Small Business Administration. SBA’s funding is not an endorsement of any products, opinions or services. All SBA funded programs are extended to the public on a nondiscriminatory basis. Reasonable accommodations for persons with disabilities will be made if requested in advance. Contact RCC Small Business Development Center, 214 SW Fourth Street, Grants Pass, 956-7494 to make arrangements.