



PennTRAIN

Pennsylvania Training, Resource, and Information Network

Professional Supervisory Program (PSP)

March 27-28, 2019 at Hotel Indigo Harrisburg
765 Eisenhower Blvd, Harrisburg, PA 17111

This two-day classroom offering includes Supervisory Leadership Skills and Managing Employees 201, which provide interactive instruction in a wide range of leadership topics. The courses were designed for supervisors and managers responsible for accomplishing results through others. Supervisory Leadership Skills 201 helps participants understand their own leadership style and strengths, and apply this understanding to communications and conflict resolution. Building on this foundation, Managing Employees 201 addresses the entire cycle of management responsibilities, from hiring and delegation to providing feedback, coaching and managing the multi-generational workforce. Taken together, the courses encourage participants to capitalize on their individual strengths and address development opportunities to become more skillful and confident leaders of others.

This is the last opportunity to earn your PSP certificate! Moving forward, the PSP course will be replaced in PennTRAIN's curriculum by CTAA's Certified Community Transit Supervisor (CCTS) training.

Hours: Wednesday, March 27, 2019 - 9 AM to 5 PM
Tuesday, March 28, 2019 - 8 AM to 4 PM

Cost: \$190. PPTA [cancellation policy](#) applies.

Meals: Breakfast, lunch, and breaks will be provided. Please inform Sara Bowden at sara@ppta.net of any dietary restrictions at least one week in advance.

Lodging: Hotel Indigo Harrisburg (765 Eisenhower Blvd, Harrisburg, PA 17111)
Room block is available for the nights of March 26 & 27, 2019 at the government rate of \$110/night plus taxes. [Click here to book online](#) or call 717-558-7676 (ask for PPT block). Rooms will be released on March 12 (or when sold out). Note that rooms cancelled less than 3 days prior to arrival will incur a 1-night charge.

Parking: Free, on-site parking is available at the Hotel Indigo.

Attire: Casual. Because it can be a challenge to keep the meeting room at a temperature that accommodates everyone, we recommend bringing a sweater or jacket to stay comfortable.

Maximum Class Size: 25



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Prerequisite: Attendees must complete the following portions of PennTRAIN's Online Training program before attending this course:

Track 1 – Core Training

- Communication Skills 101
- Customer Service 101
- Transit 101

Track 2 – Supervisory Skills

- Supervisory Skills 101
- Supervisory Skills 201 (register for ILT)
- Managing Employees 101
- Managing Employees 201 (register for ILT)

Attendee Registration:

Submit to Sara Bowden, PennTRAIN Program Coordinator

Email: sara@ppta.net Fax: 717-234-7176 Mail: 115 Pine Street, Harrisburg, PA 17101

Organization Name: _____

Attendee Name: _____

Attendee Title: _____

Attendee Email Address: _____

Attendee Phone Number: _____

Organization Contact Name: _____

Organization Contact Email Address: _____

Method of Payment: Please invoice me OR Check enclosed # _____