

# Supervisor Improvement Program \*



Welcome to ***SIP***, the Supervisor Improvement Program, where **your supervisors can learn the *People Skills*** to motivate and manage your most important asset – *your employees*.

**Value Added Service**  
**presented by:**

**OMAG**

**1-800-234-9461**

\* **SIP** is **FREE** to all cities which participate in one or more Plans.

Now Available on Skype, too. Click below to register:

<https://www.eventbrite.com/e/74222329987>

# Come to SIP at OMAG in the Training Room 3650 S. Boulevard, Edmond, OK 73013

Class #1      Thurs. NOV 14, 2019

Class #2      Thurs. NOV 21, 2019

Class #3      Thurs. DEC 5, 2019

Class #4      Thurs. DEC 12, 2019

*The Complete Series is all 4 Classes. Each class covers different topics. See next slides for topics presented on each date.*

- **Each class will start at 9:30 am and end by 3:00 pm.** (*Lunch is on your own. There are many restaurants near OMAG.*)
- **You may “SKYPE” the class from your office, if you would prefer.** *Note: Indicate Skype on your Registration:*  
<https://www.eventbrite.com/e/74222329987>
- **Come to as many of the classes as you can. Each class covers different topics. Attending all 4 Classes gives you the most information and learning opportunities to improve your supervision skills.**

**See the rest of the slides for Details**

**SIP is:**

- **FREE** to City
- 4 - ½ Day classes
- CLEET accredited
- Books provided
- Practical Tips
- **INFORMATIVE  
& FUN**

Now Available by  
Skype, too.  
Just indicate  
Skype when you  
register.

**SIP CLASS # 1★**

Introduction, Goal Setting,  
& Hiring for Attitude

**Thurs, NOV 14, 2019**

**SIP CLASS # 2**

OK Tort Claims, OK Workers'  
Compensation &  
Federal Employment Laws

**Thurs, NOV 21, 2019**

SIP is a *Value Added Service*  
from:



**Classes  
are FREE**

**Facilitator is  
Pam Spinks,  
OMAG Director of  
Professional  
Development**

## *SIP CLASS # 3*

Conflict Resolution,  
Generational Communication  
& Coaching

**Thurs, DEC 5, 2019**

## *SIP CLASS # 4*

Delegation, & Tough  
Conversations

**Thurs, Dec 12, 2019**

# Why does OMAG offer Supervisor Training?

The actions of municipal supervisors are frequently the underlying cause of claims and lawsuits.

However, well-informed supervisors know how to handle situations involving their employees.

Handling those situations properly and with empathy can defuse situations before they become claims or lawsuits. That's a ***Win-Win*** for your city and your supervisors.

This training opportunity is pre-paid through your premium (***FREE***). ***SIP*** is a 12 hour, 4 class course. For your convenience, it is presented in 4 - 1/2 day sessions.

The course facilitator, Pam Spinks, is very experienced and will engage and involve your staff to enhance their learning process.

***These people skills can be learned!***

# There are 4 Classes in SIP.

- ***Each class (1/2 day – 4 hours):***
  - ***covers specific supervisory skills;***
  - ***includes techniques you can use right away;***
  - ***includes discussion and small group work;***
  - ***includes a handbook of materials;***
  - ***lasts approximately 3 ½ hours (each of 4 classes); and***
  - ***is held at OMAG – Also available on SKYPE...***
- **Call Pam Spinks with questions.**  
**OMAG: 1-800-234-9461 or email Pam at**  
**[pspinks@omag.org](mailto:pspinks@omag.org)      (Local # 405-657-1412)**



SIP Facilitator = *Pam Spinks*

Director of Professional Development

Pam provides human resource training to OMAG Member Cities and Towns. In order to stay out of court, supervisors need to know and practice good “supervisory skills” in dealing with the people who report to them. Classes include: Employment Laws, Hiring and Interviewing, Performance Evaluations, Coaching and Discipline, Professional Conduct/Anti-Harassment, Customer Service and Terminations. Pam also provides Workers’ Compensation Best Practices training.



She has a bachelor’s degree in Personnel Management from Oklahoma State University, a master’s degree in Adult Education from the University of Central Oklahoma. She joined OMAG in 1984.

**OMAG = 1-800-234-9461**