



**NEWS RELEASE**  
For Immediate Release

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### **ROLLA RESIDENT COMPLETES SUPERVISORY TRAINING COURSE**

Rolla, Missouri – June 2, 2008 – Donna McConnaughay, a customer service representative at Brewer Science Incorporated, recently completed a 12-week course, entitled Essentials of Effective First-Line Supervision. The course was presented by Missouri Enterprise and the Management Development Institute (MDI) at Missouri State University.

Mary Davis, president and CEO of Missouri Enterprise said, “The course helps supervisors be more effective leaders, trainers and managers and provides an immediate ROI by helping a company realize the productive potential of its employees.”

Topics covered in the 36-hour course included

- The Changing Role of the First-Line Supervisor
- Leadership and Motivation
- Planning for Results & Problem Solving
- Creating High-Performance Teams
- Legal Responsibilities of the Supervisor
- Dealing with Conflict & Disciplinary Procedures
- Safety and Security
- Dealing Effectively with Diversity and a Changing
- Effective Communication
- Job Instruction Training

Missouri Enterprise is an organization composed of experienced manufacturing and management professionals who provide business and technical assistance to help Missouri companies succeed. It manages the Manufacturing Extension Partnership program in Missouri and one of the state’s Innovation Centers.

