

2009-2010 Supervisor Learning Tracks

PRACTICAL SUPERVISOR

track one

TIER 1: All classes required to graduate

"Positive Discipline" Program

A Supervisor's Guide to Coaching, Positive Discipline, and Grievance Handling

Supervisor Basics for Leading Safety

Health & Safety

Internal Business Processes

HR and Payroll Transactions with PPAPO

Customer Relations & Work Control

Work Management and Customer Relations

***University Financial Systems**

***Crucial Confrontations**

**Classes with an asterisk (*) are also components of the Supervisor Leadership Certificate (yellow).*

Course completion of classes noted by () will result in credit being awarded on both tracks.*

SUPERVISOR LEADERSHIP CERTIFICATE PROGRAM

track two

See requirements for graduation below

Required Core Classes (all)

**Applied Leadership
Customer First**

Realizing Common Ground: Diversity and Inclusion in Workplace Ethics

+Introduction to Facilities Management: Overview (See IFM Series)

Law and Policy

Supervisor Tools for Leading Change

Required Practicum

Practicum Project

The completion of a project is required. See Plant Academy website to print packet and instructions. Attending the Practicum Project class is encouraged but optional.

Electives (2 required - Select two electives from below)

Build a Better Work Environment: Motivation, Recognition

Business Writing Skills: Clear, Concise, Accurate

Elective Substitution Program

Presentation Skills

Seven Habits of Highly Effective People

***Crucial Confrontations (full program=12 hours)**

***University Financial Systems**

Tune-Up Your Crucial Confrontations Skills (4 hour review session)

**Electives with asterisk (*) are also components of the Practical Supervisor track (green). Employees not assigned to Practical Supervisor may complete this coursework under this Leadership track. For Plant employees assigned to both PracSuper and Leadership, course completion of classes marked by (*) will result in credit given on both tracks.*

The completion of the IFM: Overview will result in credit given on both Supervisor Leadership and IFM tracks.

INTRODUCTION TO FACILITIES MANAGEMENT CERTIFICATE SERIES

track three

All eight modules required for certificate to be granted

Introduction to Facilities Management: Overview

Plant Administrative Services and Work Management

Facilities Maintenance and Utilities and Plant Engineering

Construction Services and AEC

Plant Building & Grounds Services and Parking & Transportation

OSEH and DPS

Mechanical Systems

Electrical Systems, Roofs and Elevators

The completion of the IFM: Overview will result in credit given on both Supervisor Leadership and IFM tracks.