

2010

OhioDAS
Human Resources Division

Office of
Learning and Professional
Development
Service · Support · Solutions

Supervisory Excellence

2010/2011 Program Guidelines

The SE Program Guidelines document contains important information about the Supervisory Excellence Program, including who is eligible to take SE classes, the program curriculum, and other applicable program policies.



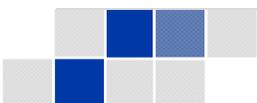
About This Program

Supervisory skills are essential to enabling a work team or an organization to achieve maximum potential. Good supervision can result in higher employee morale, higher productivity, quality of work, and ultimately a more successful organization. The Supervisory Excellence program is intended to deliver essential supervisory knowledge and skills to State supervisors.



Supervisor Excellence

The classes offered in our Supervisory Excellence program have been designed for any employee who supervises others, regardless of how many years of experience he/she has. In these classes, new supervisors will acquire the knowledge and skills they need to be effective. Experienced supervisors will enhance and build upon their existing knowledge and skills, while making new contacts and learning about best practices from other agencies.



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SE Program Basics

Program Purpose

The SE training program is intended to:

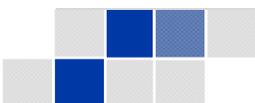
- Provide continuous learning opportunities for those interested in developing their supervisory skills
- Offer a high-quality, broad-based supervisory curriculum
- Disseminate relevant information regarding supervisory best practices
- Increase professionalism in Ohio's public sector with regards to supervision and leadership
- Encourage information retention and the application of supervisory skills on the job by offering classes designed using the adult learning theory

Eligibility

There is no application process for enrolling these courses. Participants may enroll in as many or as few classes as they wish, pending supervisor approval.

To be eligible to take SE classes, you must:

- Be employed by an agency or department of government, i.e., local, county or state
- Supervise one or more employee(s)
- Be employed in a classification exempt from collective bargaining



Competencies

The Supervisory Excellence program is designed around six core competency areas. Each is described on the following page.



Managing Performance: For supervisors, managing performance is a cycle which includes clarifying expectations, setting objectives, identifying goals, providing feedback, and evaluating results. Topics will include delegation, goal setting, and the best techniques to get performance results from your employees.

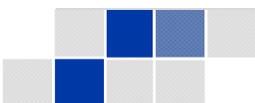
Human Resources Management: Effective supervision requires that supervisors follow the guidelines and advice set forth by Human Resources. Topics will include how to hire the best employees, to how to formally discipline an employee, working with a unionized environment, and many other HR specifics.

Building Relationships: Building Relationships involves working to build and maintain healthy and effective relationships with people at all levels of the organization, including people on your work team. It also means fostering an environment where team members develop healthy working relationships with each other.

Communicating Effectively: Communication is an essential supervisory skill, whether it is disseminating information, persuading, negotiating, from the top-down, from the bottom-up, etc. Expect to find a wide range of topics, including assertiveness, listening skills and making formal presentations.

Legal and Ethical Compliance: Legal and ethical supervisory practices create a positive and productive work atmosphere. Understanding the state's legal and ethical standards will also help ensure that our interactions with employees and the public at large are perceived as legal, ethical and appropriate.

Technical Abilities: In addition to managing people, supervisors must be technically proficient in a variety of ways. While classes in this competency won't address the technical specifics of every supervisor's job, it will cover some of the more common technical competencies, including managing time and a budget, as well as project management, among others.



Courses and Curriculum

Course Offerings

Each class offered through the SE program will be directly linked to one of the SE competencies, listed on the previous page. For example, if the SE program offers a class on “Employment Law,” you will also be able to find in the course description that this class is linked to the “Legal and Ethical Compliance” competency.

Classes will be offered on a basis that rotates by competency, to ensure that we offer classes from all six competency areas frequently and equally. There are many specific topics/titles that the SE program will offer. But, if you are interested in seeing one particular topic added to the calendar, please contact the SE Program Manager.

Calendar of Classes

Most months the SE program will offer two training courses per month, on the second and fourth Wednesdays. Remember, all classes will be tied to the competency that is most applicable, and the rotation of competencies will determine the schedule of courses. It is the goal of the SE program to rotate courses based on competencies so in every three month period all six competencies will be offered once.

For example:

January: Competency 1 and Competency 2
February: Competency 3 and Competency 4
March: Competency 5 and Competency 6
April: Competency 1 and Competency 2



Program Policies

Program Basics

- There is no application process for participating in the SE program.
- Participants interested in taking SE courses may self-register with the Go Sign Me Up website. If there are registration requirements (classes requiring prerequisites, classes only offered to certain job titles) those requirements will be mentioned in the course descriptions.
- Courses will be scheduled and published on a quarterly basis.
- Courses will usually be offered on the 2nd and 4th Wednesday of each month.
- Courses are offered at no cost to participants.

Course Registration and Attendance Verification

We require that program participants self-register for SE courses. If you haven't already, please set-up your profile in our registration database by entering our online registration system at

<http://trainreg.das.ohio.gov>

The registration instructions are available on the website. To ensure proper course credit, each participant is responsible for signing in on the provided attendance sheet during each course. If a participant's signature does not appear on the course's sign-in sheet, the participant may not be given credit for the training. Certificates of completion will not be issued for individual courses.

SE Program Certification

It is not the primary intention of the SE program to provide certification to program participants. Rather, the intention of the program is to provide current and vital supervisory education to State employees, by offering a wide range of topics with the flexibility of being able to take only those courses that most interest you.

Therefore, no certification will be available through the Supervisory Excellence program.