Supervisory Skills Certificate

Core Classes:

Interpersonal Dynamics - Understanding Your Style

We are all different. The Myers-Briggs Type Indicator® (MBTI®) classifies different ways that people relate to one another and provides powerful insights into our own communication styles and the communication styles of others. Understanding your style and how it compares to someone else's can lead to better communication, more productivity, increased employee satisfaction and ultimately better results.

Participants must complete the MBTI® in advance to participate in this course.

Performance Management for Supervisors

Effective supervision depends on strong performance management practices. This course is designed for supervisors, both new and experienced, who want to increase their skills related to:

- Building effective relationships with employees
- Setting performance expectations
- Providing feedback and taking corrective action
- Coaching and counseling
- Conducting effective performance appraisals
- Dealing with an employee who is not meeting expectations

NOTE: This is a full-day session

Policies Overview for Supervisors at the SOM

What does the policy say?

The Department of Organization Effectiveness is offering a half-day training session on critical policies to know as a supervisor.

Some topics which will be discussed include:

- Hiring/Posting
- Conflict of Interest
- Paid Time Off
- Terminations
Alphabet Soup of Supervision: FMLA, FLSA, and Other Acronyms You Need to Know - SOM

What can get you fired? What can get you sued?

The Department of Organization Effectiveness is offering a half-day training session on critical issues in supervision.

Some topics which will be discussed include:
- Fair Labor Standards Act (FLSA)
- Sexual Harassment Awareness
- Americans with Disabilities Act (ADA)
- Family Medical Leave Act (FMLA)
- Flexible Work Options

Interviewing and Hiring

Do you recruit or interview potential hires?

This session will help you learn how to:
- Write effective job criteria
- Post a job
- Get appropriate candidates
- Design interview questions
- Avoid illegal questions during an interview
- Select the best candidate

Electives:

Cross-Cultural Communication for Supervisors - SOM

Penn is a multicultural institution, with students, faculty, and staff from all over the world. This makes for a very diverse, vibrant community—and at times, a rather confusing one. This workshop will provide supervisors with general advice on how to manage cultural gaps in their workplace for their staff and themselves.

Demystifying Compensation

Learn about:
- The University's compensation philosophy
- The rationale behind pay scales at the University
- The annual SALINC process
• Reclassification process
• Salary adjustment increases
• Your opportunities, as a supervisor, to recognize and reward employees
• Additional monetary rewards for your staff available in special circumstances
• Occasions when tools like Acting Rates and Additional Pay are available
• Employee engagement and retention

Team Building for Supervisors

Find out what you need to know as a Manager/Supervisor about Teambuilding.

Learn how to:
• Determine common goals
• Build commitment to goals
• Build positive relationships among team members
• Resolve issues that interfere with reaching goals

Listening Skills

Find out how to improve your communications through positive listening approaches.

Learn about:
• Communication Barriers
• Your own personal listening style
• How to use different listening approaches to improve communication

Conflict Management for Supervisors

Find out what you need to know as a Manager/Supervisor about Conflict Management.

Learn about:
• How to handle conflicts that arise in the workplace.
• Cooperative vs. competitive situations
• Productive vs. destructive approaches to conflict

Coaching Skills for Supervisors

You know you need to coach and develop your staff – but perhaps wonder about the best way to do it. The concepts described by the Myers-Briggs Type Indicator® are useful for coaching your staff. You can use it to help them develop their communication skills, work habits, and even their career direction.
This course will help participants learn basic coaching skills based on the MBTI. You will learn to:

- Assess whether employee issues are developmental or related to type differences
- Design individual development plans for employees
- Coach staff – or themselves

This course is intended for SOM Supervisors. Completion of an introductory MBTI session (such as Interpersonal Dynamics) and access to your results is a prerequisite.

**Assertive Communication**

Find out how to increase your effectiveness through assertive communication.

Learn how to:

- Gain respect
- Speak up
- Ask for what you want
- Say “no”
- Express negative feelings appropriately

For more information on the Supervisory Skills Certificate program, contact:

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