



# SUPERVISORY SKILLS CERTIFICATE SERIES

## OFFICE OF ORGANIZATION EFFECTIVENESS

### ***Program Overview***

The Supervisory Skills Certificate Series provides an introduction to the skills and information necessary to being an effective supervisor within the Perelman SOM.

#### **Classes include:**

1. Interpersonal Dynamics
2. Crucial Conversations
3. Performance Management
4. Interviewing and Selection
5. HR Policies Overview for Supervisors
6. Alphabet Soup of Supervision

**The program is open to PSOM staff and faculty.** UPHS employees who supervise University staff may also be eligible to attend. The program is best suited to **current supervisors or team leaders** in the following categories:

- New or first-time supervisors
- Experienced supervisors who are new to Penn
- Experienced supervisors who would like to update their skills

### ***In this program, you will:***

- Learn the steps and skills for fostering open dialogue for high-stakes, emotional or risky topics
- Identify your personality style and learn how different styles influence interpersonal interactions
- Gain an in-depth understanding of Penn policies as well as local, state and federal regulations related to employment at Penn
- Learn how to create and conduct competency-based, behavioral interviews for hiring
- Implement performance management practices that promote staff engagement and effectiveness
- Meet and network with a diverse group of PSOM supervisors

### ***To Register:***

Registration for the spring 2020 Supervisory Skills Certificate Program is first-come first-served.

**\*\*Please NOTE: First class begins January 16, 2020\*\***

#### **To enroll:**

[Visit this link to enroll in our program](#)

Register in all of the available courses (see the second page for course dates and descriptions)

Contact us at (215) 573-0682 or visit us at [www.med.upenn.edu/oe](http://www.med.upenn.edu/oe)

## Program Structure

To receive the certificate, **participants must complete the core series of classes and 2 online modules.** You can make-up any missed classes the next semester by pre-registering before the next registration cycle.

<p><b>Interpersonal Dynamics:</b> 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.</p>	<p><b>Date:</b> January 16, 2020  <b>Time:</b> 9:00 AM-12:30 PM  <b>Location:</b> BRB 1412  <b>OR</b>  <b>Date:</b> March 24, 2020  <b>Time:</b> 9:00 AM-12:30 PM  <b>Location:</b> BRB 1412  <b>Class Instructor:</b> Tanya O'Neill</p>
<p><b>Crucial Conversations:</b> Crucial Conversations is a full-day course that teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional or risky topics—at all levels. By learning how to speak and be heard (and encouraging others to do the same), you'll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.</p>	<p><b>Date:</b> January 31, 2020  <b>Time:</b> 9:00 AM-4:30 PM  <b>Location:</b> BRB 1412  <b>OR</b>  <b>Date:</b> April 10, 2020  <b>Time:</b> 9:00 AM-4:30 PM  <b>Location:</b> BRB 1412  <b>Class Instructor:</b> Tanya O'Neill</p>
<p><b>HR Policies Overview for Supervisors:</b> What does the policy say? Topics to be discussed include: Recruitment/hiring, conflict of interest, compensation, reclassification, staff introductory period, progressive discipline/termination. <b>NOTE: Participants must complete a 15-minute FLSA online module to participate in this course.</b></p>	<p><b>Date:</b> November 12, 2019  <b>Time:</b> 9:00 AM-12:30 PM  <b>Location:</b> John Morgan Class of 62  <b>Class Instructors:</b> Oforie Murray, Michelle Hackett, Lauren Robinson</p>
<p><b>Interviewing &amp; Selection:</b> Do you interview or hire staff? This session will help you learn to design effective interviews, avoid illegal questions during an interview, and select the best candidate.</p>	<p><b>Date:</b> March 3, 2020  <b>Time:</b> 9:00 AM-12:30 PM  <b>Location:</b> BRB 1412  <b>OR</b>  <b>Date:</b> April 2, 2020  <b>Time:</b> 9:00 AM-12:30 PM  <b>Location:</b> BRB 1412  <b>Class Instructor:</b> Tanya O'Neill</p>
<p><b>Performance Management:</b> Effective supervision depends on 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.</p>	<p><b>Date:</b> February 13, 2020  <b>Time:</b> 9:00 AM-12:30 PM  <b>Location:</b> BRB 1412  <b>OR</b>  <b>Date:</b> May 5, 2020  <b>Time:</b> 9:00 AM-12:30 PM  <b>Location:</b> BRB 1412  <b>Class Instructor:</b> Tanya O'Neill</p>
<p><b>Alphabet Soup of Supervision:</b> What can get you fired? What can get you sued? 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. <b>Note: Participants must complete a 15-minute Sexual Harassment Awareness online module to participate in this course.</b></p>	<p><b>Date:</b> June 3, 2020  <b>Time:</b> 9:00 AM-12:30 PM  <b>Location:</b> BRB 14th Floor Faculty Lounge  <b>Class Instructors:</b> Aysha Horshaw, Ralph Delucia</p>