



# Supervisors Academy

THE CENTRE  
FOR ORGANIZATION  
EFFECTIVENESS

## Winter/Spring - 2012

### ***DAY ONE – Tuesday, January 24<sup>th</sup>***

**Welcome/Opening Remarks**

***8:30 a.m. – 4:30 p.m.***

Elvira McCalip

**Introductions, Ground Rules and Curriculum Overview**

Keren Stashower

**Fundamentals of Supervision**

Keren Stashower

- Role of the supervisor in a public institution
- What makes supervisors successful at SDSU
- Basic skills and approaches
- Participant self-assessment

**Managing Change**

Keren Stashower

- Understanding the pace and nature of change
- Overcoming resistance
- Self management and working in constant change

### ***DAY TWO – Wednesday, February 1<sup>st</sup>***

**SDSU 101**

***8:30 a.m. – 11:30 a.m.***

Edith Benkov

- History & Organization of SDSU
- Supervisor/Management Panel

### ***DAY THREE – Tuesday, February 7<sup>th</sup>***

**High Performing Teams**

***8:30 a.m. – 4:30 p.m.***

Keren Stashower

- Elements of a team
- Team Assessment
- Establishing goals and objectives

**Motivating Employees**

Keren Stashower

- Motivating without money (in a union/public environment)
- Interpersonal factors
- Planning for celebrations

***DAY FOUR – Wednesday, February 15<sup>th</sup>***

***8:30 a.m. – 4:30 p.m.***

**Performance Management and Feedback**

Keren Stashower

- Develop clear performance standards and expectations
- Understand and plan for giving effective feedback
- Establish performance gaps
  - Understand employees reactions and prepare effective responses

***DAY FIVE – Tuesday, February 21<sup>st</sup>***

***8:30 a.m. – 4:30 p.m.***

**Communication**

Keren Stashower

- Barriers and assumptions
- Assessment: Strength Deployment Inventory
- A primer on email and voice mail etiquette
- Interpersonal and organizational skills and tips

**Conflict Management**

Keren Stashower

- Styles of conflict
- Supportive confrontation
- Case studies and application

***DAY SIX – Wednesday, February 29<sup>th</sup>***

***8:30 a.m. – 11:30 a.m.***

**Workers' Compensation**

Jennifer Acfalle

- Workers' Compensation benefits
- Injury reporting process and timelines
- Employee and employer responsibilities
- Modified duty

**Employee Leave Rights & Benefits**

Jennifer Acfalle

- Employers' rights and responsibilities
- Challenges of managing leave of absences
- Preferred approach to handling common situations

**Employee Safety**

- Injury & Illness Prevention
- Employee Training
- Workplace Inspections

Kristen Ross

***DAY SEVEN – Tuesday, March 6<sup>th</sup>***

***8:30 a.m. – 4:30 p.m.***

**Decision Making Process**

Keren Stashower

- Decision-making continuum
- Appropriate involvement of employees
- SDSU case studies

**Meeting Effectiveness**

- Types of meetings

- Developing goals and determining meeting membership
- Determining the agenda
- Leading and facilitating meetings

***DAY EIGHT – Wednesday, March 14<sup>th</sup>***

***8:30 a.m. – 4:30 p.m.***

**Case Study**

Keren Stashower

**Curriculum Review**

**Development Planning**

- Finalize team and individual development plans
- Peer-to-peer feedback
- Self-assessment for further management development

2:30 p.m.

**Strength Barrage**

Keren Stashower

3:00 p.m.

**Graduation Ceremony/Closing Comments**

Elvira McCalip