

**Supervisory Excellence Program Registration  
Learning and Organizational Development**

**Contact Information**

NAME: \_\_\_\_\_

TITLE OR POSITION TITLE: \_\_\_\_\_

UNIT: \_\_\_\_\_

UNIT ADDRESS: \_\_\_\_\_

EMAIL: \_\_\_\_\_

DATE: \_\_\_\_\_

**ARE YOU CURRENTLY IN A SUPERVISORY ROLE?**

YES    NO

**IF NO, ARE YOU PLANNING TO TRANSITION INTO A SUPERVISORY ROLE IN THE NEXT YEAR?**

YES    NO

**Excellence in Supervisory Practices Program Overview**

<b>Workshop Hours</b>	<b>REQUIRED WORKSHOPS</b>
12	Excellence in Supervision: Essential Skills for Supervisors
3	RESPECT in the Workplace: Tips for Supervisors
3	Service Excellence
3	UofM Supervisors Need to Know: Policies and Collective Agreements
3	Annual Review and Development Plan
3	Safety for Supervisors (online)
<b>27</b>	<b>TOTAL REQUIRED HOURS</b>
	<b>ELECTIVES (15 HOURS MINIMUM)</b>
3	Dealing with Conflict
3	Mastering your Time Management Skills
6	Influencer
12	Interpersonal Communication Skills and Conflict Management
3	Crucial Conversations
3	Crucial Accountabilities
3	Recruitment, Selection, Diversity, and Onboarding
3	Job Descriptions and Classification
<b>15</b>	<b>TOTAL ELECTIVE HOURS NEEDED</b>
<b>42</b>	<b>Total Hours Required to Complete Supervisory Excellence Program</b>

## **Supervisory Excellence Program Registration Learning and Organizational Development**

### **Supervisory Practices Program Process**

The goal of the Excellence in Supervisory Practices Program is to help build your capacity to effectively manage staff through an increased understanding of best practices, University of Manitoba processes, and creation of your personal supervisor “tool kit”. To help you connect learning in the program to professional development goals, all participants will develop a personal learning plan, engage in brief post-workshop reflections, and complete a program review upon completion of the Supervisory Practices certificate.

**Personal Learning Plan:** An important part of the learning process is the planning stage. Understanding your current skill set and identifying what skills and knowledge you need to learn provides structure to your learning process. To help you identify skills you can build through the program, review the workshop selection document and the workshop descriptions for a list of learning goals.

**Post-Workshop Reflections:** These reflections are provided electronically and focus on what new skills or understanding you have developed through the course. Reflections also explore how you can use these new skills in your current role.

**Program Review:** After completing all your courses, you will review your original personal learning plan and reflect on how well your experience in the Excellence in Supervisory Practices certification has prepared you for supervisory duties and helped you meet your learning goals. Your program review will also help shape the future development of the Supervisory Practices certificate.

### **Personal Learning Plan:**

Please answer the questions below thoughtfully, taking into consideration development goals you have in mind when taking the Supervisory Program. You will review your Personal Learning Plan at the end of the program to reflect on how well you met your goals and highlight new learning you experienced. *You can write in paragraph or bullet point form.*

- 1) What skills and knowledge do you want to build or improve upon to function more effectively as a supervisor?
- 2) Do you require any additional supports, resources, or accommodations to be successful in the program? (please contact David Grad if accommodations are needed)

## Supervisory Excellence Program Registration

### Learning and Organizational Development

#### **REQUIRED COURSES\*\***

##### *Excellence in Supervision\*\**

Designed for new supervisors, those wanting a refresher, and those preparing for the supervisory role. This 2-day session provides information and practice on the building blocks of effective supervision: clarifying your role and responsibilities, supporting staff performance, communicating effectively, coaching staff, and dealing with change. All participants receive the book, *Excellence in Supervision* by R. Conlow. This session is part of the Excellence in Supervisory Practices Accomplishment Program.

##### *RESPECT in the Workplace: Tips for Supervisors\*\**

Supervisors are expected to demonstrate respectful behavior and to help staff members sort out workplace issues where respect may be an issue. Refresh your understanding of your rights and responsibilities, and learn the MEET model to help you deal with respect-related supervisory challenges.

##### *Service Excellence\*\**

This program is designed specifically for university staff to strengthen service to students, clients, colleagues and others. The session focus is on increasing positive communication skills, and on meeting and exceeding expectations. This session is part of the Excellence in Supervisory Practices Accomplishment Program.

##### *UofM Supervisors Need to Know: Policies and Collective Agreements\*\**

Designed for all UM supervisors. Supervisors at the University of Manitoba have some particular responsibilities and resources available to assist them in fulfilling those responsibilities. This session focuses on policies, collective agreements, best hiring practices, performance management, discipline, managing sick leave and other supervisory practices.

##### *Annual Review and Development Plan Training\*\**

Training in the implementation of the new Annual Review and Development Plan process.

##### *Safety for Supervisors\*\**

The University of Manitoba must ensure that all employees in supervisory roles receive training on their duties under Manitoba's Workplace Safety and Health Act. This "Safety for Supervisors" course assists supervisors in understanding their responsibilities. All supervisors at the University of Manitoba must complete and pass a short multiple choice test on the duties of supervisors under Manitoba health and safety legislation. The Environmental and Safety Office will track successful completion of the test

## **Supervisory Excellence Program Registration**

### **Learning and Organizational Development**

#### **ELECTIVES**

##### *Dealing with Conflict*

Conflict is part of everyone's experience with colleagues, students, leaders, etc. Many of us feel uncomfortable with conflict: this session is a chance to increase understanding, comfort, and competence. It will include attention to typical conflict sources, styles, and strategies.

##### *Mastering Your Time Management Skills*

Have you ever asked, "What have I done today?" Do you start your day with high hopes of getting things done and then leave work feeling as if you didn't accomplish anything? An important concept to consider is that time is constant! We each have 168 hours per week; no more and no less. So, in reality, we have all the time we'll ever get. The key to achieving your priorities lies in managing yourself in relation to time and events. Recognizing the importance of the control you have in relation to events will give you the power to set priorities and to manage your time and yourself in order to achieve those priorities.

In this interactive workshop, you will learn strategies for gaining control of the events that compete for your professional and personal time. You will receive a comprehensive manual with notes, samples and exercises designed to be a shelf reference. The workshop focuses on:

- Gaining control of the events that compete for your time;
- Understanding the power of habit;
- Identifying what your priorities are;
- Managing your time and yourself in order to achieve those priorities;
- Scheduling so things get done.

##### *Effective Writing*

What are the key strategies for creating documents that will capture the readers' attention while targeting their needs? What are the techniques for creating a professional document within a tight timeframe? How can I avoid the old, bureaucratic gobbledygook and use the basic concepts of plain language? How can I make a strong connection with my reader when dealing with sensitive issues?

##### *Interpersonal Communication Skills and Conflict Management*

Designed for all staff interested in effective relationships, this 2-day session addresses how to prevent interpersonal conflicts through effective communication skills such as active listening and positive confrontation. Also, learn how to effectively manage conflicts when they happen.

##### *Crucial Conversations*

## **Supervisory Excellence Program Registration**

### **Learning and Organizational Development**

We all have conversations that we are apprehensive about and find unpleasant: we may avoid them or engage in them reluctantly. Whether with an employee, colleague, partner, child, or friend, it is possible to have challenging conversations with less stress and more success. This session explores how conversations can go awry, and how a simple step-by-step process can help form positive, learning experiences.

#### *Crucial Accountabilities*

We all have conversations that we are apprehensive about and find unpleasant: we may avoid them or engage in them reluctantly. Whether with an employee, colleague, partner, child, or friend, it is possible to have challenging conversations with less stress and more success. This session explores how conversations can go awry, and how a simple step-by-step process can help form positive, learning experiences. This course is complementary to "Crucial Conversations" and replaces the previous "Crucial Confrontations for Supervisors". It is part of the "Excellence in Supervisory Practices" Accomplishment Program.

#### *Recruitment, Selection, Diversity, and Onboarding*

This interactive program is designed to provide emerging leaders, supervisors, and administrative managers with a strategic approach to staff selection, onboarding, and integration to the university system. At the end of the session, the participants will be able to determine appropriate advertising, attracting an applicant pool of the best suited and most qualified individuals for the job, determine assessment tools, select the most appropriate interview format type, model inclusive behaviours in our hiring practices, write behaviour-based interview questions, and comply with University policies and procedures during recruitment, selection and onboarding.

#### *Job Descriptions and Classifications*

Job descriptions which are accurate, complete, and reflect the nature and scope of the job will help managers and supervisors to make informed hiring decisions and to conduct performance reviews. This job description and classification session will review the steps involved in writing or revising a job description, identify the key elements of an effective job description, and provide practical advice on how to write complete, accurate, and objective job descriptions. Practice exercises will be completed during the session and participants will be provided with handouts to use later for reference. The position classification and classification review processes are important parts of the university's human resources strategies. During this session, the key requirements and components of these processes will be reviewed and explained.