

Supervisory Certificate Program

SCP Spring 2023

The Supervisory Certificate Program is designed to give staff professional development training in supervisory and leadership competencies, policies and procedures, and people skills. Courses can be taken as stand-alone courses or as a complete certificate program.

Leadership Skills

Tuesday, April 4, 2023 8:30 am - 4 pm Zoom | Course Code 2005 | \$70

There is a big difference between managing people and truly leading people. This course helps participants define and learn how to develop the skills and mindset to become more robust and influential leaders. You will learn how leaders develop and use power, learn about different leadership styles and characteristics of great leaders, and how to be ethical, including influencing those around you.

Emotional Intelligence

Tuesday, April 11, 2023 8:30 am - 4 pm Zoom | Course Code 8013 | \$70

Emotional intelligence (EI) is vital to being an effective and high-performing employee, supervisor and leader. Explore the EI competencies: self awareness, social awareness, self management and relationship management. Learn and apply the tools and techniques to establish an EI framework which can optimize your professional performance and working relationships.

Employee Hiring Process

Monday & Tuesday, April 17 & April 18 2023 8:30 am - 12 pm Zoom | Course Code 2012 | \$70

Attend this training and learn to manage the selection process, develop job-related criteria, and conduct effective interviews. Topics include job postings, preparation and completion of vacancy and evaluation/selection forms, advertising, outreach strategies, "do's and don'ts" of interviewing, search committee guidelines and affirmative action. Practical guidance on how to use the current hiring policies, selection guidelines, TAM and interviewing methods to increase diversity of applicant pools will also be given.

Building Strength Through Diversity

Wednesday, April 19, 2023 8:30 am - 4 pm Zoom | Course Code 2002 | \$70

In this course, participants will gain an understanding of the elements and dimensions of culture to meet the challenges and integrate the strengths of cultural differences in the workplace. In addition, participants will learn about working with cross generational teams, given today's four-generational society.

Coaching for Improved Work Performance

Thursday, May 4, 2023 8:30 am - 4 pm Zoom | Course Code 7121 | \$70

Successful supervisors have, by a combination of experience, skills, training and practice, developed strategies and methods to get the best out of themselves and their employees. Learn proven coaching techniques to solve workplace problems, improve performance and motivate employees.

Preventing and Responding to Violence in the Workplace

Wednesday, May 17, 2023 8:30 am - 12 pm Zoom | Course Code 2008 | \$35

This workshop will teach you strategies and skills for dealing with disruptive and angry individuals. You will learn about warning signs, how to interact with an aggressive person, why an attitude of confidence and respect is essential, practical ways to reduce interpersonal tensions, and how to maintain your safety and prevent future incidents.