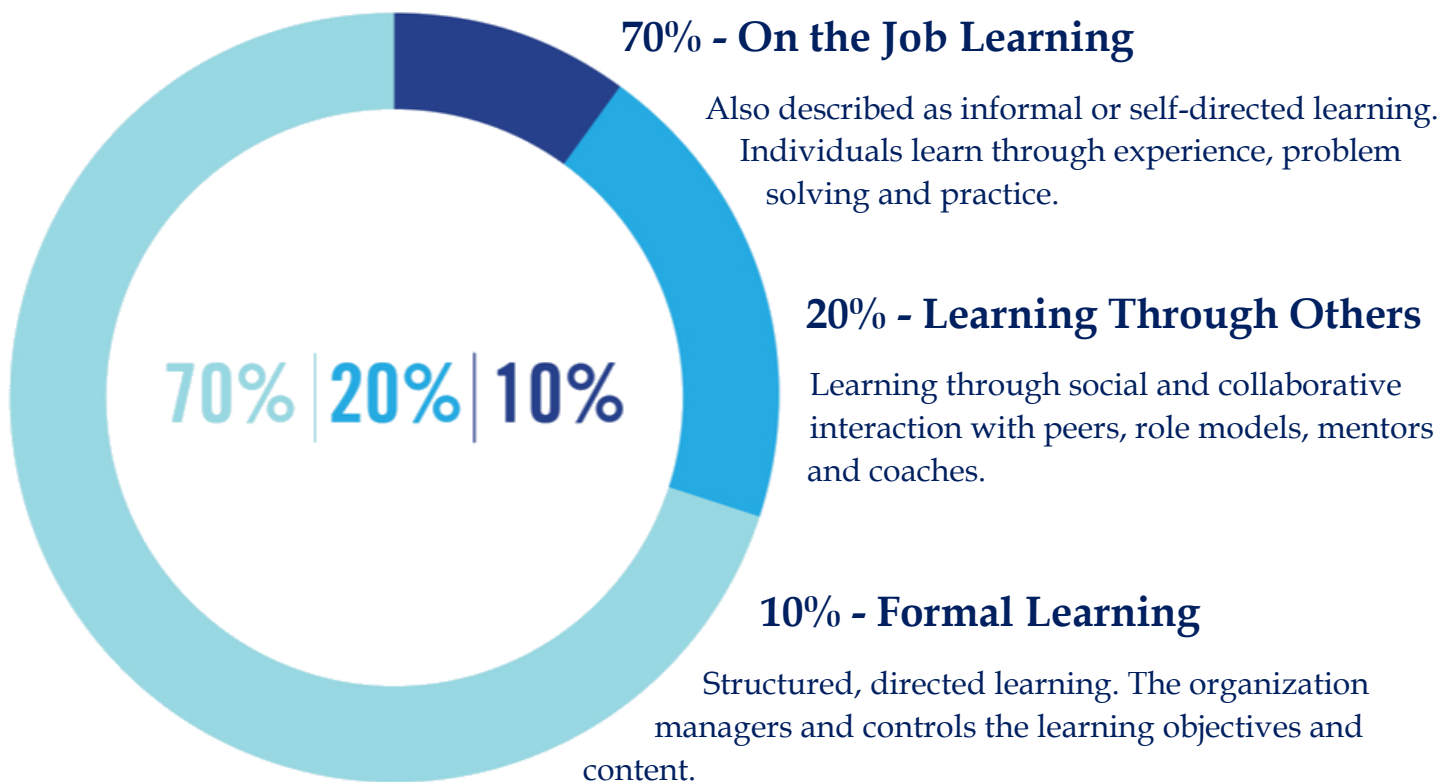


MANAGER & SUPERVISOR TRAINING PROGRAM



Purpose: Provide new managers and supervisors with entry level exposure to concepts and issues most frequently encountered by managers and supervisors.

Goal: Incorporate the fundamentals of a 70/20/10 adult learning module to minimize the learning curve for new supervisors and managers by exposing them to concepts and issues that frequently impact their success.



The following computer based training modules fall into the 10% Category

Table of Contents

Communication Responsibilities

8:00 Minutes

Course Description: Outline of communication expectations and techniques. This module covers the definition of good communication, the various types of communication, feedback tips, as well as group and individual communication expectations.

Competencies Covered: Job Knowledge, Teamwork, Customer Service, Manager Relationships, Career Ambition, Caring About Direct Reports, Conflict Management, Confronting Direct Reports, Developing Direct Reports, Directing Others, Listening, Managerial Courage, Motivating Others, Patience, Peer Relationships, Perspective, Planning, Priority Setting, Problem Solving, Process Management, Drive for Results, Self-Development, Building Effective Teams, Understanding Others, Managing Vision & Purpose

Getting to Know Your Employees

10:00 Minutes

Course Description: Video discussion around the steps a manager can take to get to know and understand their employees better. Module covers various topics that managers and supervisors can explore with their staff the help better understand their team's individual learning styles, career goals, road blocks, and interests.

Competencies Covered: Teamwork, Manager Relationships, Career Ambition, Caring About Direct Reports, Developing Direct Reports, Directing Others, Listening, Managerial Courage, Motivating Others, Peer Relationships, Perspective, Self-Development, Building Effective Teams, Understanding Others, Managing Vision & Purpose

Leave Time

9:00 Minutes

Course Description: Overview of State policies and procedures surrounding the various types of paid and unpaid leaves offered to State employees. This includes the notification requirements for various types of leave, communication between supervisors and employees, and discipline for improper use of leave time.

Competencies Covered: Job Knowledge, Directing Others, Listening, Managerial Courage, Planning, Problem Solving, Process Management, Understanding Others

Conflict Resolution

20:00 Minutes

Course Description: This module provides an understanding of the various types of conflict, the causes of conflict, how to successfully resolve conflict, challenges to conflict resolution, and the impact of conflict resolution on organizational performance.

Competencies Covered: Teamwork, Customer Service, Manager Relationships, Conflict Management, Confronting Direct Reports, Directing Others, Listening, Managerial Courage, Managing & Measuring Work, Motivating Others, Patience, Peer Relationships, Perspective, Planning, Priority Setting, Problem Solving, Drive for Results, Self-Development, Building Effective Teams, Understanding Others

Change Management

20:00 Minutes

Course Description: This module will help managers and supervisors recognize the impact change management has on organizational performance. Topics include the four levels of change, the two change cycles, and the various stages of change.

Competencies Covered: Teamwork, Manager Relationships, Conflict Management, Listening, Managerial Courage, Motivating Others, Patience, Perspective, Planning, Priority Setting, Problem Solving, Drive for Results, Building Effective Teams, Understanding Others, Managing Vision & Purpose

Coaching vs. Discipline

11:00 Minutes

Course Description: Video discussion around managerial coaching and workplace discipline including the differences between the two, effects on the workplace, understanding when to use managerial coaching vs. discipline, classified vs. unclassified employees, available resources, and State policies and procedures.

Competencies Covered: Job Knowledge, Teamwork, Manager Relationships, Career Ambition, Caring About Direct Reports, Conflict Management, Confronting Direct Reports, Developing Direct Reports, Directing Others, Listening, Managerial Courage, Managing & Measuring Work, Motivating Others, Patience, Peer Relationships, Perspective, Problem Solving, Drive for Results, Building Effective Teams, Understanding Others, Managing Vision & Purpose

Performance Management

10:00 Minutes

Course Description: This module covers the various components of the State of Indiana's performance management system. Subjects include, key components, performance management tools, performance management process, work profiles, appraisals, and State policies and procedures.

Competencies Covered: Job Knowledge, Manager Relationships, Career Ambition, Conflict Management, Confronting Direct Reports, Developing Direct Reports, Directing Others, Functional/Technical Skills, Listening, Managerial Courage, Managing & Measuring Work, Motivating Others, Perspective, Planning, Priority Setting, Problem Solving, Process Management, Drive for Results, Understanding Others, Managing Vision & Purpose

Talent Assessment

12:00 Minutes

Course Description: This module provides an overview of the succession planning process within an organization. The course will provide various tools and methods used to accurately identify talent within an organization and help managers and supervisors understand the importance of evaluating employee performance/potential and how it impacts organizational performance.

Competencies Covered: Job Knowledge, Teamwork, Manager Relationships, Developing Direct Reports, Hiring/Staffing, Listening, Managing & Measuring Work, Perspective, Planning, Priority Setting, Problem Solving, Process Management, Drive for Results, Building Effective Teams, Understanding Others, Managing Vision & Purpose