



Supervising For Success Certificate Program

As a supervisor it can be a daunting task to juggle the demands from staff with operational requirements. You can feel caught in the middle. This program is designed to provide you with the skills you need to successfully supervise and lead your team for optimal results — skills that can make your job easier and help your team succeed.

Who can participate: This learning is appropriate for those currently in CUPE supervisory roles

Program Outline: Each section is designed to enhance and support subsequent sections with the intention to build on the participant’s learning experience. All sections must be completed to receive the certificate however; the order in which courses are taken is dependent upon the individual and or course availability.

Leading: Building Personal and Leadership Clarity (To develop the leader in you)		
Area	Course	Participants will learn
	<ul style="list-style-type: none"> Developing Competencies for the Future (1/2 day) MBTI - Increasing Your Understanding of Self and Others (1/2 day) Living and Leading on Purpose (1/2 day plus ‘workbook’) 	<ul style="list-style-type: none"> Discover the ‘leader within’ and explore your strengths and areas for development Understand the UVic core and leadership competencies (knowledge, skills, and attributes) Self-assess how your behaviour compares to the UVic competency behaviours Increase your self-awareness and understanding of differences in people. Explore how personality type influences how you and others communicate, make decisions, manage change, manage conflict, and work in teams. Explore the power of intention to create the life and work you want. Learn the importance of listening to intuition Reconnect with your ‘life ‘flow’ to live and lead ‘on purpose’ Discover the power tools you already possess to help you stay on course Begin to build a clear personal and leadership vision
Recommended Courses from Effective Workplace Relations (EWR) (co/pre requisite)		
Area	Course	Participants will learn
Workload Management	<ul style="list-style-type: none"> My Role, My Responsibility, My Performance Plan Managing Your Priorities™ (new) Focus: Achieving Your Highest Priorities™ (new) 	<ul style="list-style-type: none"> Tools and processes for clarifying your role, major responsibilities, and goals and for monitoring your effectiveness in reaching your goals. Tools for managing and achieving your highest priorities
Effective Relationships	<ul style="list-style-type: none"> Addressing Emotions at Work (for 	<ul style="list-style-type: none"> Important, effective ways to manage

	managers)™	emotions and conflict
Courses from Stepping up to Supervision (SU2S) (co/pre requisite)		
Area	Course	Participants will learn
Roles and Responsibilities	<ul style="list-style-type: none"> • Orientation to Supervision at UVic (new) 	<ul style="list-style-type: none"> • What we expect of you as a supervisor and what you can expect from the staff you supervise
Maximizing Your Supervisory Potential	<ul style="list-style-type: none"> • Hallmarks of Supervisory Success (new) • Delegating for Shared Success (new) 	<ul style="list-style-type: none"> • Balance between the multiple elements of your job responsibilities • Successfully delegate work
Managing Performance of Others	<ul style="list-style-type: none"> • Clarifying Performance Expectations™ (new) 	<ul style="list-style-type: none"> • Learn how to effectively clarify performance expectations
Workload Management	<ul style="list-style-type: none"> • Facilitating Meetings (new) 	<ul style="list-style-type: none"> • A self study guide for leading effective meetings
Courses Specific to Supervising For Success (S4S)		
Supervising and Managing – Critical Skills		
Area	Course	Participants will learn
Leadership and Respectful Workplace	<ul style="list-style-type: none"> • Principles and Qualities of Genuine Leadership • Managers, Supervisors and Diversity • Working with Generational Differences (new) 	<ul style="list-style-type: none"> • Five critical qualities and six basic principles that create genuine leaders • Skills needed to create an inclusive working environment • Strategies for creating a positive workplace and bridging intergenerational differences.
Effective Relationships	<ul style="list-style-type: none"> • Listening in a Hectic World™ • Speaking to Influence Others™ • Resolving Conflicts with Your Team™ • Understanding Conflict Styles – Thomas Kilmann Conflict Mode Instrument (new) 	<ul style="list-style-type: none"> • Critical Skills for Listening and Speaking • Techniques for resolving conflict with your team • Self assessment and in depth look at when and how to use five conflict-handling styles effectively – Competing, Avoiding, Accommodating, Collaborating, and Compromising
Coaching for Performance	<ul style="list-style-type: none"> • Developing Others™ • Giving Recognition™ • Providing Constructive Feedback™ 	<ul style="list-style-type: none"> • Skills for coaching staff: developing, recognizing and providing feedback
Enhancing Team Productivity	<ul style="list-style-type: none"> • Developing Team Agility - Day to Day Tools™ • Negotiating Resources for your Team™ (new) 	<ul style="list-style-type: none"> • Tools for developing teams • Skills to negotiate resources for your team
Workload Management	Facilitating for Results™	<ul style="list-style-type: none"> • Skills to conduct productive, results oriented meetings
Creativity and Change	<ul style="list-style-type: none"> • Leading Organizational Change (new) • Creative Solutions to Workplace Challenges (new) • Problem Solving Results – Solutions, Improvements and Innovations 	<ul style="list-style-type: none"> • Tools for Leading Change with emphasis on the human side of change (transition) • Taking an integrated approach to leading change – balancing strategy, change, transition and communication. • Learn 6 strategies to develop your creative problem solving skills and get you looking at workplace challenges in a different way • Learn a seven-step process for defining and analyzing problems, finding solutions, and implementing them. • Explore a number of tools that can enhance success while using the problem-solving approach. Use a separate toolkit to work with and explore several specific methods.

		<ul style="list-style-type: none"> • Learn how to define decision-making procedures and use objective criteria to evaluate choices and arrive at a solution. • Discover specific strategies to aid in action planning and follow-through, as well as approaches that build and sustain momentum for those involved.
Customer Service	Leading customer focused services and programs (new)	<ul style="list-style-type: none"> • Tools for assessing and understanding customer needs
S4S ELECTIVES– take 14 hours		
Area	Course	Participants will learn
Workload Management	<ul style="list-style-type: none"> • Project Management (14 hrs) 	<ul style="list-style-type: none"> • Learn tools designed to help you with any type of project (new programs and services, new building, new systems, new funding, etc.) including: <ul style="list-style-type: none"> ○ Project management rationale ○ Methodology for managing projects ○ New project justification ○ Project planning ○ Control of ongoing projects ○ Executing project processes ○ Closing projects ○ Reaping the benefits
Personal & Leadership Clarity	<ul style="list-style-type: none"> • Discover Your Strengths (7 hours) 	
Effective Relationships	<ul style="list-style-type: none"> • Dealing Effectively with Conflict (7 hours) • Communication Toolkit for Conflict Resolution (7 hours) • Dealing with Difficult Conversations (7 hours) 	