



Stepping up to Supervision Certificate Program

Some of us aspire to be supervisors and some of us come by the supervisory role by accident. The Stepping up to Supervisor program has been designed to give new or aspiring supervisors with some first steps. This program is designed to provide you with key skills you need to for successful supervision.

Who can participate: This learning is appropriate for staff who are new to or aspiring to a supervisory role.

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
All Courses from Effective Workplace Relations Program (EWR)		
Area	Course	Participants will learn
Respectful Workplace	<ul style="list-style-type: none"> Basic Principles for a Successful Workplace Dimensions of Diversity 	<ul style="list-style-type: none"> How to take action to help create a positive and respectful workplace How cultural beliefs and values of our organization shape culture
Effective Relationships	<ul style="list-style-type: none"> Effective Workplace Communication Giving and Receiving Constructive Feedback™ Addressing Emotions at Work (for staff)™ Resolving Conflicts with Your Peers™ 	<ul style="list-style-type: none"> Skills for Communicating clearly – both listening to understand and speaking so others will listen Important, effective ways to manage emotions and conflict Constructive approaches to giving and receiving feedback Tools and techniques to help your team stay on

	<ul style="list-style-type: none"> • Helping Keep Your Team on Course™ 	course.
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
Creativity and Change	<ul style="list-style-type: none"> • Navigating Organizational Change (new) • Creativity at Work (new) 	<ul style="list-style-type: none"> • Tips and tools to help build and maintain resilience and flexibility during change • Ideas and tools for enhancing your creativity to solve workplace challenges
Customer Service	<ul style="list-style-type: none"> • Serving a World of Customers™ • Building Customer Relationships that Last 	<ul style="list-style-type: none"> • Skills and strategies to find appropriate problem solutions and the energy to implement them. • Skills for providing respectful service tailored to customer's unique needs • Self-management and interpersonal skills necessary to turn even a challenging customer situation into a win-win relationship

Courses specific to Stepping Up to Supervision (SU2S)

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 • 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

Plus 14 hours of electives

Area	Course	Participants will learn
Creativity and Change	<ul style="list-style-type: none"> • Problem Solving Results – Solutions, Improvements and Innovations (14 hours) 	<ul style="list-style-type: none"> • 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. • 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.
Workload Management	Facilitating for Results™	<ul style="list-style-type: none"> • Skills to conduct productive, results oriented meetings
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 	