

In response to questions, comments & concerns regarding staff morale, supervisor oversight, equitable job duties, consistency within the office, ethical behavior, etc.

Supervisory training is being developed and will be required for all supervisors. Specific items such as office etiquette and University policies on lunch breaks, breaks, taking classes, office hours, dress, etc. will be addressed in these sessions. Consistency within an environment that is sometimes inconsistent due to differences in the operations/culture of the various offices and departments on campus will also be discussed. Below is the tentative outline.

For more information, please contact Charlotte Strickland at chars@uca.edu.

Supervisory Skills Series (Tentative Outline)

The Office of Human Resources and the Office of University Training is proud to announce the *new Supervisory Skills Series* for supervisors on campus. **It is the policy of the university that all supervisors participate in the training seminars. Every supervisor will attend a total of six seminars - the overview and five seminar subjects** over the course of the academic year. Based on feedback from current UCA supervisors, five important subjects are to be addressed. Each subject will be offered twice, thus a total of 10 seminars. Every Supervisor is to select the *five* seminar dates that best fit their schedules.

Supervisors are asked to attend the *Overview* and five seminar subjects over the course of the academic year.

September 12	2:00 - 3:30	*Supervisory Skills Series Overview* SC #205A (<i>Everyone attend</i>) President Courtway and Dr. Runge address Leadership and the importance of modeling professional behavior in the workplace
September 26	9:00 - 11:30	Compensation & Benefits, Recognition & Rewards McCastlain Hall Graham Gillis addresses Comp/Benefits <i>*Outside Speaker</i> addresses Recognition and Rewards
October 5	9:00 - 11:30	Compensation & Benefits, Recognition & Rewards Ida Waldran Auditorium Graham Gillis addresses Comp/Benefits

**Outside Speaker* addresses Recognition and Rewards

November 15	9:00 - 11:30	Employee Accountability Ida Waldran Auditorium Graham Gillis presents disciplinary steps, probation, termination <i>*Outside Speaker</i> addresses Accountability
December 12	9:00 - 11:30	Employee Accountability Ida Waldran Auditorium Graham Gillis presents disciplinary steps, probation, termination <i>*Outside Speaker</i> addresses Accountability
January 17	9:00 - 11:30	Workplace Harassment Ida Waldran Auditorium Graham Gillis- policy and steps to handle internally or report <i>*Outside speaker</i> - Conflict Resolution
February 5	9:00 - 11:30	Workplace Harassment Ida Waldran Auditorium Graham Gillis- policy and steps to handle internally or report <i>*Outside speaker</i> - Conflict Resolution
February 15	9:00 - 11:30	Performance Evaluations/Feedback Ida Waldran Auditorium Graham Gillis - Performance Evaluation forms/process <i>*Outside speaker</i> - Training and coaching
March 5	9:00 - 11:30	Performance Evaluations/Feedback Ida Waldran Auditorium Graham Gillis - Performance Evaluation forms/process <i>*Outside speaker</i> - Training and coaching
April 3	9:00 - 11:30	Workplace Culture and Identity Ida Waldran Auditorium Charlotte Strickland - Vision, Mission, CARE
May 2	9:00 - 11:30	Workplace Culture and Identity Ida Waldran Auditorium Charlotte Strickland - Vision, Mission, CARE

Supervisory Skills Series Objectives

UCA Administration recognizes the importance and need for Supervisory training. The objectives of the new Supervisory Skills Series are as follows:

- 1) **Educate** UCA supervisors on current policies and procedures in regard to employees under their supervision. Goal: To increase knowledge/understanding of the policies and procedures and improve consistency in interpreting and enforcing these policies and procedures.
- 2) **Equip** UCA supervisors with checklists and step-by-step processes on issues such as conflict, harassment, feedback, recognition, etc. Goal: To assist the supervisor by providing practical tools to use when working with and communicating to an employee.
- 3) **Develop** the current UCA supervisors into a pool of competent and confident leaders. Goal: To invest resources (UCA information, materials, monies, speakers, etc.) in the Supervisory Skills Series in order to provide professional growth and development to the UCA supervisor employees. This in turn, will impact both subordinates and students by improving the overall campus climate and culture. .

Session Outline (other than Overview Session)

9:00 - 10:00 a.m. Graham - UCA specific information
10:00 - 10:10 a.m. COFFEE BREAK
10:10 - 11:00 a.m. Outside speaker
11:00 - 11:30 a.m. Case/Discussion/Application

Notebook Material for each session:

UCA Policy on topic (actual Performance Evaluation form, Harassment Policy, etc.)
Definitions/explanation of session terms
Checklist for Action
Case example
Summary of important session points

Strickland, 2012