

# Supervisory Development Certificate (SDC) Competencies & Courses

**Not all courses listed below are required.** Required courses vary between different SDC Enrollment periods. SDC participants should refer to their SDC training summary portfolio to determine their required courses.

Courses are listed below each competency developed by the course. When registering for a class, SDC participants should review this list to determine the competency (ies) developed by each course. This document should be used when addressing competencies in course summary notes.

## 1. PERSONAL COMPETENCIES

**Self-awareness--** Recognizes own strengths and weakness. Seeks opportunities for personal learning and development.

**Ethics and Values--** Follows laws, regulations, policies, etc. related to job. Models high standards of honesty, integrity, trust, creditability, openness and respect.

Courses that develop Personal Competencies:

- HR Basics
- Personal Profile/Behavior Styles (DiSC)
- Merit Rules

## 2. INTERPERSONAL COMPETENCIES

**Interpersonal Communication--**Uses active listening techniques such as paraphrasing, open and probing questions to understand ideas, concepts, and feelings of another. Uses a variety of communication tools to ensure understanding.

**Interpersonal Responsiveness--**Adapts approaches to suit different people and situations. Shows sensitivity to diversity of culture, race, gender, and other individual differences.

**Group/Team Dynamics--**Encourages and facilitates cooperation.

Courses that develop Interpersonal Competencies:

- AA/EEO
- Getting the Job Done as a Supervisor
- HR Basics
- Moving into Supervision
- Personal Profile/Behavior Styles (DiSC)
- Planning and Reviewing Performance
- Put It In Writing
- Human Side of Management
- Supervisor's Role

Electives:

- Conflict Resolution
- Effective Presentation Skills
- Facilitation Skills for Planning Meetings
- Using the EAP as a Performance Improvement Resource
- Workplace Communication/Active Listening

### **3. CRITICAL THINKING**

**Data Gathering**--Gathers information from a variety of sources for decision making. Involves others in problem solving.

**Analysis**--Uses appropriate analytical tools to understand data. Monitors environment, goals, and outcomes for problems and opportunities for improvement. Uses systematic approach to solving problems. Involves others in problem solving.

**Problem Solving**--Monitors environment, goals, outcomes, etc. for problems and opportunities for improvement. Uses appropriate data gathering, analysis, and synthesis tools. Uses systematic approach to solving problems. Involves others in problem solving.

Courses that develop Critical Thinking Competencies:

- Getting the Job Done as a Supervisor
- Moving Into Supervision
- Planning and Reviewing Performance
- Put It In Writing
- Human Side of Management
- Supervisor's Role

Electives:

- Conflict Resolution
- Fundamentals of Employment and Labor Relations Practices
- Using the EAP as a Performance Improvement Resource

### **4. ORGANIZATIONAL COMPETENCIES**

**Planning**--Uses larger organizational plan as basis for local planning; coordinates with other parts of the organization to accomplish goals.

**Goal Setting & Implementation**--Understands and communicates goals, outcomes, standards, and performance measurement criteria.

**Policy/Procedure Implementation**--Understands basic policies and procedures in state system ie. Merit Rules, Sexual Harassment Prevention. Consults with others to ensure appropriate implementation of policies.

**Innovation**--Seeks to improve effectiveness of internal processes and of service delivery to clients. Applies creative solutions in dealing with problems and organizational issues.

**Government Infrastructure**--Understands the roles, dynamics, and division of power between the executive, legislative, elected officials, and judicial branches. Understands where they and their organization fit into the organizational structure of state government.

Courses that develop Organizational Competencies:

- AA/EEO
- HR Basics
- Know Your State Government
- Getting the Job Done as a Supervisor
- Merit Rules

Electives

- Facilitation Skills for Planning Meetings
- Fundamentals of Employment and Labor Relations Practices
- Using the EAP as a Performance Improvement Resource

## **5. Customer Focus**

Monitors customer needs and seeks to improve effectiveness and quality of internal processes and of service delivery to clients.

Courses that develop Customer Focus Competency:

- HR Basics
- Getting the Job Done as a Supervisor
- Quality Service in the Public Sector

## **6. TECHNICAL COMPETENCIES**

**Program Knowledge**--Demonstrates understanding of the requirements, knowledge, competencies of the various jobs supervised. Keeps up-to-date in technical and program skills.

**Technology Management**--Integrates technology into the workplace.

Courses that develop Technical Competencies:

- Getting the Job Done as a Supervisor
- Moving Into Supervision
- Planning and Reviewing Performance
- Supervisor's Role

Electives:

- Conflict Resolution
- Facilitation Skills for Planning Meetings