

Supervisory Development Certificate (SDC)

Course Descriptions

Please note: Required and elective courses may vary between different SDC Enrollment periods. SDC participants should refer to their SDC Curriculum to determine their required and elective courses.

SDC participants may check the SDC Curriculum for schedules of course offerings by visiting the Delaware Learning Center on our web site: <http://hrm.omb.delaware.gov/training/>.

Participants should check the web site often for regular updates throughout the year.

Except where indicated, courses are one-day and have no fee. Online courses are self-paced and can be started and stopped at the participant's convenience. When you request a course that requires a fee, participants must ensure their supervisor is included in the approval process.

SDC Required Courses:

AA/EEO (Online)

This course provides supervisors and aspiring supervisors with information about Affirmative Action, the role of the Governor's Council on Equal Employment Opportunity, and the scope of diversity and its value as a management tool.

Getting the Job Done as a Supervisor

This high impact course is intended to provide supervisors and those aspiring to be supervisors with strategies to increase productivity at work. Participants will learn how to set SMART goals, become more organized, and manage time more efficiently. Participants will learn to use tools to prioritize effectively, and to use the most appropriate management styles for different situations. Participants will also gain knowledge on the art of delegating, and using common sense approaches to increase productivity in the workplace.

HR Basics (Online)

This course provides an overview of human resource policies and procedures, the Merit Rules, and the Delaware Code. Topics include: government structure, human resource practices, the hiring process--from start to finish, employee orientation, fiscal issues, where to go for help, ethics in government, workplace expectations and issues, performance plan and review, the employee assistance program, the discipline process, and leave administration. *This is a required course for Human Resource Certificate, Management Development Certificate and the Supervisory Development Certificate programs.*

Human Side of Management (3 days) (Fee \$50)

This course concentrates on communication, group performance, and problem-solving/decision making. It is intended to enhance the ability of both new and experienced supervisors to get things done by working with their employees. Topics include: The Communication Process, Verbal and Non-Verbal Communication/Listening, Conducting Meetings, Solving Agency Communication Problems, Leadership, Team Building, Motivation, Coaching to Improve Performance, Resolving Conflict, and Problem-Solving/Decision Making.

Know Your State Government (Online)

This course outlines the organization and functions of Delaware's State Government. This course presents an overview of the three branches of government and how they are interrelated, with a primary focus on the Executive Branch of Delaware government. The budget process is outlined and discussed.

Merit Rules

This course is designed to provide participants with an overview of the Merit Rules. The course will cover the impact of State and Federal Laws on the Merit Rules. It will also familiarize participants with Merit Rules terminology, policies and procedures. Topics covered in this course include leave programs, employee accountability, performance reviews, recruitment, probation, and grievance procedures.

Moving Into Supervision

This course provides valuable information for those about to make the move into supervision. Topics that will be covered in the session include the role of a supervisor, characteristics of successful supervisors, ways to ease the transition from employee to supervisor, and principles to becoming an effective supervisor.

Personal Profile/Behavioral Styles (DiSC)

All of us have developed behavioral patterns--distinct ways of thinking, feeling, and acting. The Personal Profile system, DiSC, presents a plan to help you understand yourself and others in a specific environment. By focusing on the work environment, this course will increase your understanding of your work behavioral style and identify the environment most conducive to your success. At the same time, you will learn about the differences of others and increase productivity and teamwork in your work organization.

Planning and Reviewing Performance

Provides participants with skills and tools for clarifying expectations and for conducting effective performance reviews that recognize successful performance and plan for improvement or development, using the State's Performance Review process.

Put It In Writing (3 days) (Fee \$150)

This course is designed to improve the writing skills for those people responsible for written communication and reports. Topics include Improving Clarity, Grammar and Punctuation, Organization, Meeting Deadlines, and Revision. *This course is required course for both the Human Resource Certificate and Supervisory Development Certificate programs.*

Quality Service in the Public Sector

Customer service is expected as much from public organizations as it is from private organizations. This course will help you communicate the importance of customer service in public sector organizations and give you the tools necessary to provide quality customer service. This will also provide information on how to recognize and prevent blatant and subtle disrespectful and harassing behaviors and provide you with skills for creating a respectful workplace. *This course is required for both the Human Resource Certificate and Supervisory Development Certificate programs.*

Supervisor's Role (Online)

This course is intended for current and those aspiring to be supervisors. Participants will learn the evolution of supervision, the qualities of a good supervisor, the critical functions and needs of supervision, and things to consider when supervising others.

SDC Elective courses: (must complete 2 elective courses)

Conflict Resolution

Focusing on effective communication and collaborative problem solving skills, the conflict resolution workshop provides participants with a basic understanding of conflict management styles and techniques to achieve win-win solutions, communication techniques, and a problem solving process for resolving conflicts. Participants can use these techniques for themselves or assisting others to resolve differences. This interactive training will include lecture, discussion, and large/small group activities. The skills acquired are applicable in the workplace as well as the home and community settings. *This course is an elective for Supervisory Development Certificate, Human Resource Certificate, and Management Development Certificate programs.*

Effective Presentation Skills

This course teaches the skills needed to overcome the anxiety of public speaking and develop a winning presentation. Topics include dealing with Anxiety, steps to developing a winning presentation, using visual aids effectively, and factors involved in the actual presentation. *This is an elective course for both the Human Resource Certificate and Supervisory Development Certificate programs.*

Facilitation Skills for Planning Meetings

A facilitator's role is to keep a group on track, and provide a structure and process so that it can succeed in achieving the group's purpose. This course is designed to help managers and supervisors use effective facilitation skills in planning meetings and can be successfully applied in any type of group: team meetings, training environments, and gathering input from others. Participants will learn basic facilitation skills, understand how these skills are utilized to maximize the involvement of participants in any group, and understand how these skills can be applied in learning situations, interviewing/data collection, and groups/teams. This interactive session will provide participants with the opportunity to practice basic facilitation skills in a supportive environment. Learn how to tap into the benefits of learning and collective wisdom that occurs through the effective use of facilitation.

Fundamentals of Employment and Labor Relations Practices

This course is designed for Certificate Participants, Human Resource Practitioners, Supervisors, and Managers. Administering a disciplinary action can be difficult and stressful for both supervisors and human resource personnel. Even when discipline is justified and warranted, managers, supervisors, and HR Practitioners must be extremely careful to analyze each situation carefully and to follow the State's Employment and Labor Relations Policies and Procedures. This training will address the fundamentals of conducting investigations of misconduct, determining just cause standards, implementing discipline, managing grievances, and using the ADA interactive process. Participants will also learn to differentiate the application of these policies and procedures for merit, union and non-union employees.

Using the EAP as a Performance Improvement Resource

½ Day

Do you have problems with your employees with lateness, absenteeism, poor attitudes, friction with other employees, difficulty concentrating, or following directions? Do you have difficulty confronting employees about performance issues? Do you feel yourself becoming involved in your employees' personal problems? If you answered "yes" to any of the above questions, then this training is for you! This seminar is designed to inform managers and supervisors on how they can use the EAP to improve performance. It will focus on utilizing the EAP as an early intervention tool and preventive resource. This is an elective course for the Supervisory Development and Management Development Certificate Programs.

Workplace Communication & Active Listening

Good communication skills are essential to improve productivity and build positive relationships that will create a more efficient work environment. This course will give you the skills and knowledge to help you improve your communication skills by focusing on verbal and non-verbal communication skills, communication styles, and active listening.