

Frequently asked Questions about the Supervisory Development Certificate (SDC) program

Application/who should apply/requirements for the program

1. How do I apply?

You can obtain an application by going to our website at: <http://www.delawarepersonnel.com/training/special/sup/index.htm> or by calling our Office at 302-739-1990. Request your supervisor's support as well as the support of your division director or above. Complete the application and send it to the SDC Program Manager, HRM/Statewide Training and Organization Development, Haslet Armory, 122 MLK Jr. Blvd., South Dover, De. 19901, SLC: D430G, or FAX: (302)-739-2543.

**Enrollment periods are
March 15 - April 15 and September 15 - October 15**

2. My supervisor won't approve my application. Am I still eligible to apply?

To apply and participate in this program, you need written approval as well as full cooperation and support of your supervisor.

3. Do I need a degree to apply?

No, there is no degree requirement for the SDC.

4. Do I need to be a supervisor to apply?

No. There is no stipulation that you must be a supervisor to apply for this certificate program. You will need a letter of recommendation from your current supervisor, and endorsement from your division director or above, as well as a satisfactory performance review on your most current evaluation.

5. I have completed my masters in public administration and have been a supervisor for a while. Do I need to complete this certificate before going on to the Management Development Certificate?

While the Supervisory Development Certificate is not a prerequisite for the Management Development Certificate program, completion of the SDC will satisfy two of the five years of state supervisory experience required for the Management Development Certificate. The Management Development Certificate is intended for supervisors and managers with more than five years of state supervisory experience.

6. I've been a supervisor for ten years. Is this program for me?

If you have been a supervisor for more than five years, you should consider the Management Development Certificate program. Completion of the SDC Program, while not a requirement, is an excellent way of preparing for the Management Development Certificate Program.

7. What will the SDC program cost?

While most SDC courses are free, some of the courses have minimal fees and require payment at the time you take those courses. Please remember you have five years to complete the program, so costs can be spread out during that period. The total cost of the program is approximately \$150.

8. What if I can't get the application completed by the end of the enrollment period? Do I have to wait for the next enrollment period?

Applications will be accepted only during the enrollment period. **Please note that you can take most of the SDC courses without actually being enrolled in the program.** Credit for courses taken within five years of acceptance into the program can be requested once you have applied and been accepted into the program.

Please obtain a copy of the Course Summary Assessment fillable form from our website and review it before you take the course. There is also a sample Course Summary Assessment sheet for your review. Once you have completed the course, complete the Course Summary Assessment fillable form and discuss with your supervisor. Please keep this information until you are accepted into the program, then submit your responses through the Delaware Learning Center for review and approval.

Coursework:

Please note course work is important and so are your experiences. If you feel you need more work in any of these areas, we recommend that you take additional courses or develop these skills in other ways. Some examples of additional courses are the electives:

- Conflict Resolution
- Effective Presentation Skills
- Facilitation Skills for Planning Meetings
- Fundamentals of Employment and Labor Relations Practices
- Using the EAP as a Performance Improvement Resource
- Workplace Communication/Active Listening

9. I've already taken several of the SDC courses; will I get credit? Credit for courses taken within five years of acceptance into the program can be requested once you have been accepted into the program. To have those courses credited, you must complete the Course Summary Assessments and discuss the course with your supervisor. You may obtain a copy of the Course Summary Assessment fillable form and a sample on our website. Keep this information until you are accepted into the program.

10. I've taken courses that are similar to the required and elective courses in the program. Can I substitute these for your courses?

No. There are no substitutions for the course requirements or electives.

11. In my current job with the state I am not a supervisor; however, I have been a supervisor in the private sector. Do I have to take Moving Into Supervision?

Moving Into Supervision is a required course for all participants.

12. Is the Quality Service in the Public Sector course the same as the Principles of Quality course?

No, *Quality Service in the Public Sector* is a one-day course that focuses on the special role of public servants and quality customer service. *Principles of Quality* is designed to familiarize participants with the core principles required to build and sustain a continuous quality improvement program.

Assessment

13. What is involved in the "Case Study Exercise"?

The case study exercise is conducted after completion of all required courses, and submittal and approval of all required Course Summary Assessments.

The case study exercise focuses on real life situations and provides an opportunity for the application and assessment of competencies developed during the overall program.

Participants will have 30 days to complete this exercise and return it to the SDC Program Manager for review and approval.

14. What is involved in the written report and presentation?

Once the required courses, Course Summary Assessments, and Case Study exercise are completed, participants will prepare a written report for presentation describing the impact the acquired competencies have made on the participant and their unit, division, and department. The SDC Review Panel (a panel of managers from different agencies) will review and discuss the paper and the participant's 30 minute presentation with the participant.

Benefits of the Program

15. What do you mean by “valuable credential”?

The Supervisory Development Certificate satisfies the Knowledge requirement needed for selection and promotion into state merit positions requiring supervisor Job Knowledge. And, for those considering the Management Development Certificate (MDC) program, it will satisfy two of the five years of state supervisory experience that is required for the MDC.

16. I'm not currently a supervisor. Once I complete this certificate, will I be promoted?

Completion of the program will satisfy supervisory Job Knowledge requirements needed for selection and promotional opportunities in supervisor positions as they arise. The certificate does not satisfy Job Experience requirements.

17. I am currently in the Delaware Health and Social Services (DHSS) Management Certificate program. When I complete this program will I automatically get the Supervisory Development Certificate as well?

No, to receive the SDC you will need to apply and complete all the required components of this program.

Steps in the Supervisory Development Certificate Process:

1. Complete an application.

- Obtain recommendation from supervisor
- Obtain recommendation from director or above
- Submit completed application during enrollment period to the SDC Program Manager, HRM/Training and Organization Development, Haslet Armory, 122 MLK Jr. Blvd., South Dover, De. 19901, SLC: D430G, or FAX: (302)-739-2543.

2. Review the Course Summary Assessment (fillable form and sample)

3. Attend the required courses.

4. After completion of each course, complete the Course Summary Assessment and discuss with your supervisor.

5. Submit completed Course Summary Assessment to the SDC Program Manager for approval.

6. After completion of all required courses and successful completion of Course Summary Assessments, complete the Case Study exercise. The case study exercise focuses on real life situations and provides an opportunity for application and assessment of the competencies developed during the overall program. Participants will have 30 days to complete this exercise and return it to the SDC program manager for review and approval.

7. Prepare written report and submit to the SDC Program Manager. The written report outlines the impact the acquired competencies have made on the participant and their unit, division, and department.

8. Make oral presentation to the SDC Review Panel. The SDC Review Panel (a panel of representatives from different agencies) will review and discuss the paper and the candidate's 30 minute presentation of the paper with the candidate.

9. The Certificate is awarded.