

Basics of Supervision Certificate Program

This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented NYS employees. It was designed for current supervisors who recognize the value of building on their fundamental management skills to become more effective supervisors. Participants were required to successfully complete the following courses and achieve a passing grade of 70% or higher in each course.

The Reality of Being a First-Time Manager

.4 Hours

Most new managers don't realize how much their new role differs from that of an individual contributor. Often, they have misconceptions about what managing entails, and they may be surprised to learn that the skills and methods required for success as an individual contributor and those needed for success as a manager are very different. This course describes some of the myths about management and their corresponding truths in order to clarify what managers really do. It also points to the typical demands and constraints of a manager's job. Finally, it describes strategies for dealing with common mistakes of first-time managers.

Facing Challenges as a First-Time Manager

.3 Hours

High expectations are often placed on first-time managers. Along with these expectations comes the pressure to succeed and the need to prove you belong in a management position. Establishing credibility early and building new working relationships can go a long way in helping a first-time manager succeed in adjusting to his or her new responsibilities. This course describes ways to establish credibility and manage former colleagues effectively. You'll also learn how to balance conflicting expectations as a manager.

Being a Fair and Caring Manager

.5 Hours

To be an effective manager, you need to develop many different skills. Among them are the abilities to treat employees fairly and show them care and appreciation. This course focuses on what fairness means in the relationship between managers and their employees and discusses areas where showing fairness is most essential. It also provides techniques that you can use in order to demonstrate fairness while managing your direct reports. This course also describes what it means to be a caring manager and ways you can show that you have these characteristics.

Taking Your Team to the Next Level With Delegation

.3 Hours

When delegation is working for your team, how can you take it to the next level? In this course, you'll explore levels of responsibility you can delegate to further team development. You'll also learn how to improve your delegation skills.

Managing Employee Development

.5 Hours

A key aspect of managing is developing your employees, which involves not only coordinating their work but also empowering them and providing opportunities for growth. This course details tactical strategies for developing your employees including assessing their development needs. Also covered are methods for creating a development plan with your employees based on their individual requirements, and ways to support the development plan by creating opportunities for practice and growth in skills and abilities. This course also introduces ways to continue supporting employees through follow-up and monitoring, and ongoing and timely feedback.

Leveraging Emotional Intelligence***.5 Hours***

Leaders with a strong mixture of emotional awareness, self-management, and social skills navigate relationships more effectively and are more likely to be successful in their personal and professional lives. This course provides you with an understanding of why emotional intelligence abilities are important to you as a leader. It also provides you with practical, positive techniques for promoting and improving emotional intelligence as a leader within your business environment.

Navigating the Workplace with Emotional Intelligence***.4 Hours***

Emotional intelligence in the workplace is everyone's responsibility. In this course, you'll learn about the role of emotional intelligence in workplace activities, conflict and stress management, influence and engagement, and teamwork.

Motivating Your Employees***.4 Hours***

Motivation is what drives people to accomplish things. Without motivation, things simply would not get done. As a leader, your capacity for motivating plays a key element in the success of your organization. This course provides you with an understanding of why motivating strategies are important as a leader. It also provides you with practical techniques for encouraging motivation among employees in your organization.

Encouraging Team Communication and Collaboration***.5 Hours***

Establishing a successful team involves ensuring that team members can communicate with you and with one another and that they will work as a team rather than as individuals. Clear channels of communication are required for both on-site and virtual teams. In this course, you'll learn techniques for encouraging effective communication and overcoming communication problems. You'll also learn strategies for encouraging team collaboration. Finally, you'll learn about tools and technologies that are commonly used for virtual team communication and key considerations for establishing virtual communication guidelines.

Polishing Your Feedback Skills***.6 Hours***

Giving feedback is vital in the workplace. This course covers when and how to give feedback positively, how to handle bad reactions and your own nervousness, and how to give feedback to people at different organizational levels.

How to Manage Difficult Conversations***.5 Hours***

For managers, approaching a difficult conversation – whether it's with a direct report, colleague, or manager – can be immensely stressful. Handled the wrong way, this kind of conversation can also damage your work relationships and leave you feeling unsure of your abilities. With the right preparation and mindset, you can make sure this doesn't happen. In this course, you'll learn some basic guidelines about when and where to initiate a difficult conversation, and useful steps for managing the associated stress. You'll learn how to prepare for a difficult conversation using a four-step process, so that you're confident and able to manage the conversation constructively. Finally, you'll learn how to demonstrate that you have the right mindset during the conversation so that it has the best possible outcome.

Handling Team Conflict

.5 Hours

Successful teams are characterized by having a clear direction, trust among team members, effective communication, and the ability to quickly resolve conflict. The survival of a team depends on a team leader who can quickly recognize conflict, diagnose its cause, and use strategies to resolve the issue. In this course, you'll learn about what causes conflict on a team and the important role of healthy communication in handling conflict. You'll also learn about best practice approaches to resolving conflict and the tenets of principled negotiation. Finally, you'll learn guidelines for addressing one type of team conflict, lack of trust.

Foundational Competencies

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the [Workforce Development Competencies](#) webpage. This certificate assisted you in developing the following competencies:



Communication and Interpersonal Relations



Critical Thinking and Problem Solving



Professionalism and Self-Management