Essentials 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.

Preparing for Effective Business Meetings   1 Hour
Whatever their format, efficient meetings are those that not only accomplish tasks but progress in a way that makes the best use of participants' time. This course will show you how to clarify a meeting's purpose and objectives, and how to determine whether a given meeting is truly necessary. It will also equip you with the skills to choose the best participants, and create an agenda that will guide the group to achieve meeting goals as efficiently and productively as possible. Finally, it will describe how to prepare yourself, your venue, and your participants to ensure a successful meeting free of unnecessary distractions.

Effective Team Communication   1 Hour
Regardless of how talented the individual members of your team are, they can only get your team so far alone. In this course, you'll learn the importance of fostering a team environment that encourages open and supportive communication. You will learn to recognize common verbal barriers that can seriously interfere with team productivity and learn strategies for eliminating those barriers. This course also covers active listening and presents techniques for listening more effectively to teammates, thereby encouraging the sharing of ideas within the team.

Managing Workforce Generations: Working with a Multigenerational Team   1 Hour
Managing a multigenerational team requires a clear understanding of the diversity of your employees and the strategies needed to help your team benefit from their differences. This course reviews the potential sources of conflict within a generationally diverse team. It also covers strategies for managing a multigenerational team in a way that ensures your team members feel included, respected, and supported. This course also describes how to implement a mentoring program that takes advantage of the varying experiences and perspectives of multiple generations.

Time Management: Too Much to Do and Too Little Time   .5 Hours
Do you sometimes feel you have too much to do and not enough time to do it in? It can be frustrating when you're expending a lot of energy but not sure you're doing it in the right places for the right reasons. In this course, you'll learn how to get clarity around what's most important – your goals – by ensuring they're aligned with those of your organization, so you can prioritize your work based on those goals.

Achieve Your Objectives through Effective Delegation   .4 Hours
Learn to delegate effectively. If you can give the right tasks in the right way to your team, you will motivate them, grow their ability to act alone, and free yourself and your time for challenging tasks and roles fulfilling everyone's objectives. In this course, you'll first learn about the impact of different delegation styles. You'll then be introduced to principles you can use to help you decide what to delegate and to whom.

Interpersonal Communication that Builds Trust   .5 Hours

Communication works best when your intention is clear, your audience is engaged, and your verbal and nonverbal behavior are respectful. When you hit these notes, you'll build trust with the people you communicate with. In this course, you'll explore how a clear intention drives a communication, and how understanding your audience ensures that the message gets delivered. You'll also learn how verbal signals, nonverbal behavior, and emotional intelligence can help make or break your communications.

Using Facilitation Skills as a Manager   1 Hour

Managers need to be good facilitators. This course describes how to use facilitation skills to help others work more effectively. It explains how observation skills can help you understand how well people are working together and whether you may need to intervene to get things back on track. Another key facilitation skill covered in the course is using questions effectively to help others focus and engage in their work.

Creating and Maintaining a Positive Work Environment   1 Hour

Leaders play a vital role in establishing and maintaining a positive work environment. This course introduces some best practices for creating a positive work environment. Specifically, you'll learn the benefits to establishing it, its characteristics, and some concrete steps you can take to create one. You'll also explore how to maintain this atmosphere by learning how to recognize the signs and impact of negativity and how to take corrective action. Finally, you'll be able to practice through a simulated scenario how to maintain a positive work environment with your employees.

Preventing Unhealthy Workplace Conflict   .5 Hours

Conflict, when hurtful or unresolved, puts distance between people who need to work together, and often results in a loss of talent. In this course, you'll learn about the benefits of healthy conflict, as well as typical sources of conflict. You'll find out how to recognize the signs of unhealthy conflict and take steps to prevent it. In addition, you'll learn when it's appropriate to report a conflict.

Delivering Feedback   .4 Hours

Giving feedback doesn't have to be terrifying, but you do need to prepare. In this course, you'll learn how decide whether feedback is appropriate or not, where it's appropriate, and how to ensure it makes a positive contribution to the development of the individual, the team, and the organization as a whole. You'll also get some tips on how to handle situations where someone reacts badly to your feedback.

Performance Appraisal Essentials: Planning for Appraisals   1 Hour

The key to successful performance appraisals is a clear understanding between manager and employee of what is expected .This course explains why performance appraisals are important, describes how to develop an Employee Performance Plan, and outlines ways to monitor ongoing employee performance.

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