

FY17 Training Brochure

(Spring Semester 2017)



**TRAINING
FOR
FACILITIES
SUPERVISORS**

Revised January 2017: Victoria O'Connor

Fundamental Series



All Facilities supervisors are required to complete the Fundamental Series training classes listed below including six Supervisory Series and eleven Fundamental Series within one year of implementation or one year from date of hire. Classes are coordinated through UTSA Human Resources and require individual registration. For instructions on how to enroll go to <http://utsa.edu/hr/training/TXClassInstruct.cfm>.

Supervisory Series	
<i>Class No.:</i>	<i>Class Description:</i>
SU 500	Leadership Skills for New Supervisors
SU 501	Motivation and Team Building for New Supervisors
SU 502	Coaching and Delegation for New Supervisors
SU 503	Training & Development for New Supervisors
SU 504	Practical Application for New Supervisors I
SU 505	Supervisory Series VI: Practical Application II
Fundamental Series	
<i>Class No.:</i>	<i>Class Description:</i>
SD 165 or 166	Project Planning or Meetings that Get Results
SU 283	Tools for Managing Corrective Action & Progressive Discipline
SU 302	Performance Evaluation-Planning
SU 316	Performance Evaluation: Assessment & Conducting the Review
SU 317	Discrimination & Sexual Harassment
SU 330 (must take every 2 years)	Discrimination Prevention: Applied Learning Scenarios
SU 370	Supervising with Guiding Principles
SD 426 - 427 or Dale Carnegie	Customer Service-Strategies for Demanding Situations Part 1 & 2
SU 512	Hiring at UTSA-Step 1. Recruiting and Selection
SU 513	Hiring at UTSA-Step 2. STARS Hiring Process
SU 514	Hiring at UTSA-Step 3. Behavioral Interviewing
SU 589 or SD305 Conflict Management	Art of Communication for Managers and Supervisors - Conflict Resolution

Fundamental Series



Supervisory Series SU500, SU501, SU502, SU503, SU504, SU505

This series is comprised of six sessions designed for employees in supervisory positions within the university. The series is also designed to provide you with the necessary skills to succeed in your daily leadership responsibilities. You must attend all 6 sessions to receive a certificate. Enroll in SU500 and you will automatically be enrolled in SU501 - SU505.

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SU 500 Leadership Skills for New Supervisors	This session will help the new Supervisor adapt to managerial thinking. Participants will discover their natural leadership style and explore ways to improve their personal strengths. The program will also aid new supervisors in overcoming some of the issues associated with supervising a team of which they had previously been a member. Class members will create action plans for working effectively within their hierarchy and establishing productive networks.	√	
SU 501 Motivation and Team Building for New Supervisors	This session, second in a supervisory series, will give participants an opportunity to analyze motivating factors in the workplace. It will guide supervisors in exploring avenues of working effectively with different types of individuals and in developing methods for encouraging average employees to higher levels of productivity. This session will also assist new supervisors working with "difficult" employees to create positive outcomes. Course Prerequisites SU 500	√	

Fundamental Series



Supervisory series cont...

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SU 502 Coaching and Delegation for New Supervisors	This session, third in a series for supervisors, will help participants learn coaching skills to direct the work of others. They will apply steps to analyze what should and should not be delegated. Participants will explore roles, responsibilities and processes to determine the appropriate use of delegation. They will learn the levels of authority and responsibility and how delegation can be used as a powerful tool for developing others. Course Prerequisites SU 500, SU 501	√	
SU 503 Training & Development for New Supervisors	This session, fourth in the series, is designed to help supervisors to train and continuously upgrade the skills of their employees. Participants will learn how to organize work to encourage learning. They will develop and practice training skills, applying adult learning principles. They will identify multiple opportunities for training others to work within internal and external processes. Participants will create training plans for staff they are responsible for. Course Prerequisites SU 500, SU 501, SU 502	√	
SU 504 Practical Application for New Supervisors I	This session is the how to of applying skills in the supervisory skill series: Leadership, Motivation & Team Building, Coaching & Delegation, Training & Development. This is one of six required classes to receive certification of series completion. Course Prerequisites SU 500, SU 501, SU 502, SU 503	√	
SU 505 Supervisory Series VI: Practical Application II	This is the last of the supervisory sessions. It's the continuation of the practical application of the skills: Leadership, Motivation & Team Building, Coaching & Delegation, Training & Development. This is one of 6 required classes to receive certification of series completion. Course Prerequisites SU 500, SU 501, SU 502, SU 503, SU 504	√	

(End of Supervisory Series)

Fundamental Series

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SD 165 Project Planning	This 3.5 hour class provides participants with basic knowledge and concepts of project management/planning. The course covers resource and cost management, communications, planning and tracking.	√	
SD 166 Meetings that Get Results	This course prepares new and experienced supervisors and meeting planners for conducting effective meetings. The ability to conduct effective meetings propels people to a higher level of success and productivity. How to plan meetings - Ten most common meeting pitfalls - How to hold meeting participants accountable - Ways to create a productive meeting atmosphere. This powerful, interactive session provides individuals with greater accountability and effectiveness immediately.	√	



Fundamental Series

Fundamental series cont...

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SU 283 Tools for Managing Corrective Action and Progressive Discipline	This interactive course is the second in a four-part series of management development classes and is designed to prepare participants to navigate the steps of progressive discipline and to explore the goals and value of providing corrective feedback. In this workshop, participants learn to identify and address the early onset of performance or behavior concerns, how to effectively document performance issues, and what steps to take when best efforts to correct deficiencies are not successful. We will also review the Grievance and Disciplinary Appeals procedure, and the supervisors' responsibility in responding to these actions. Role-play, practice exercises and the use of a video will help reinforce this valuable lesson.	√	
SU 302 Performance Evaluation-Planning	This class is for managers who have not used the Performance Evaluation form, or for those who may want a refresher. We will concentrate on the performance planning phase which occurs at the first of the year. We will cover development of effective essential job functions and standards; attributes as they relate specifically to employee's position.	√	



Fundamental Series



Fundamental series cont...

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SU 316 Performance Evaluation: Assessment & Conducting the Review	This class discusses management responsibilities for the end of the performance evaluation year including: Determining ratings for each essential job function, project and attributes - Determining an overall performance rating - Conducting the evaluation session.	√	
SU 317 Discrimination & Sexual Harassment	This class will provide definitions, exercises, case law and other pertinent information to staff supervisors about all components of discrimination law and sexual harassment. The class will cover the process of filing a discrimination charge, the roles and responsibilities of UTSA's Office of Institutional Diversity, and the roles and responsibilities of UTSA supervisors. Participants will receive extensive written materials and resources on discrimination and sexual harassment, as well as resources and information specific to UTSA and procedures. This class is designed for UTSA Executives (Assistant Directors and higher) and will focus on the roles and responsibilities of UTSA Supervisors in the area of discrimination and sexual harassment	√	
SU 330 Discrimination Prevention: Applied Learning Scenarios	Participants work together on practical application of EEO knowledge using scenarios, audiovisual clips, small group discussion and other activities. What would you do if? multiple real-life scenarios. All new cases and materials reflecting today's climate. Course topics include: consistent employment practices, common management mistakes and pitfalls, sexual harassment, race discrimination, disability issues, pregnancy discrimination, your rights and responsibilities when involved in discrimination investigations, the most indicated course of action for supervisors in a variety of workplace situations.	√	

Fundamental Series



Fundamental series cont...

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SU 370 Supervising with Guiding Principles	This class is a facilitated discussion with supervisory employees within VPBA Vice President for Business Affairs. The focus of discussion is on VPBA guiding principles - what are they, what do they signify and how can we incorporate them into our day-to-day tasks, projects and teamwork.		√
SD 426 Customer Service - Strategies for Demanding Situations - Part 1 of 2	This course is in two parts; participants must enroll and attend both classes. (SD426 and SD427) This course is designed to increase knowledge and skill in handling challenging customer service situations. This course will assist participants to develop strategies for difficult moments such as times when customers become angry or irate, when you need to portray confidence and take charge of the interaction, when the situation is highly emotionally charged, when you need to say no and deliver bad news in a good way, when you need to re-charge after a negative interaction with a customer. Participants will explore strategies in an interactive learning environment utilizing DVD clips, real life situations, problem solving, small group discussion and other activities. There is no prerequisite for this course. However, these classes are recommended for UTSA staff who have at least 6 months experience in customer service and who have had the chance to take some of the other customer service offerings such as SD119, SD208, SD 302.	√	

Fundamental Series



Fundamental series cont...

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SD 427 Customer Service - Strategies for Demanding Situations - Part 2 of 2	This course is part 2; participants must take both classes, SD 426 and SD 427. This course is designed to increase knowledge and skill in handling challenging customer service situations. This course will assist participants to develop strategies for difficult moments such as times when customers become angry or irate, when you need to portray confidence and take charge of the interaction, when the situation is highly emotionally charged, when you need to say no and deliver bad news in a good way, when you need to re-charge after a negative interaction with a customer. Participants will explore strategies in an interactive learning environment utilizing DVD clips, real life situations, problem solving, small group discussion and other activities. There is no prerequisite for this course. However, these classes are recommended for UTSA staff who have at least 6 months experience in customer service and who have had the chance to take some of the other customer service offerings such as SD119, SD208, SD 302.	√	
SU 512 Hiring at UTSA – Step 1. Recruiting and Selection	This course is the first of a 3-part process to enable successful hiring for vacant positions. Recruiting and Selection will walk you through the process of recruiting and selection beginning with the identification of the key components of the position description and how to utilize UTSA online resources to describe and utilize a position matrix. If interested in participating in this pilot class please email: Ronald.fosmire@utsa.edu	√	



Fundamental Series

Fundamental series cont...

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SU 513 Hiring at UTSA – Step 2. STARS Hiring Process	This course will take your position description and help you prepare to submit it into the UTSA hiring system, STARS. You will learn what documentation and processing is necessary, procedures for placing advertisements, and how to submit a Staff Requisition using STARS. . If interested in participating in this pilot class please email: Ronald.fosmire@utsa.edu	√	
SU 514 Hiring at UTSA - Step 3. Behavioral Interviewing	This class will provide definitions, exercises, case law and other pertinent information to staff supervisors about all components of discrimination law and sexual harassment. The class will cover the process of filing a discrimination charge, the roles and responsibilities of UTSA's Office of Institutional Diversity, and the roles and responsibilities of UTSA supervisors. Participants will receive extensive written materials and resources on discrimination and sexual harassment, as well as resources and information specific to UTSA and procedures. This class is designed for UTSA Executives (Assistant Directors and higher) and will focus on the roles and responsibilities of UTSA Supervisors in the area of discrimination and sexual harassment	√	
SU 589 Art of Communication for Managers and Supervisors - Conflict Resolution or SD305 Conflict Management	In this course, participants learn how to: <ul style="list-style-type: none"> • Increase understanding. Going through the process of resolving conflict expands people's awareness, and gives them an insight into how they can achieve their goals without undermining others. • Better group cohesion. When you resolve conflict effectively, team members can develop stronger mutual respect, and a renewed faith in their ability to work together. • Improve self-knowledge. Conflict pushes individuals to examine their goals and expectations closely, helping them to understand the things that are most important to them, sharpening their focus, and enhancing their effectiveness. 	√	

(End of Fundamental Series)

Advanced Series

The Advanced Series is for supervisors who would like to further their training and leadership potential. Supervisors must complete the Fundamental Series before enrolling. Classes are coordinated through UTSA Human Resources and require individual registration. For instructions on how to enroll and to check class schedule and availability please go to <http://utsa.edu/hr/training/TXClassInstruct.cfm>.

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SD 216 Time Management & Organizational Tools	This session is designed to help managers and professionals use their most valuable assets to increase their productivity. It will include a variety of planning, tracking and follow-up tools to help you stay ahead of multiple demands. Topics include: Steps to effective prioritization, Using delegation as a planning tool, Managing interruptions, Desk management, Information tracking. Participants will walk away from this session armed with techniques that show immediate and long lasting results.	√	
SD 302 A Customer Service Model	Providing quality customer service is an important objective of UTSA. Come discover the foundations necessary to create a superior customer experience. This model will enable you to identify and incorporate these foundations in order to meet your customer's needs in an effective manner and achieve the "Platinum" level of service with all clients.	√	



Advanced Series

Advanced series cont...

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SD 304 Listening Skills	This course provides participants with tips and techniques for improving their listening skills. Understanding what others say before drawing conclusions or responding is vital to effective communication. Learn what most people do and learn how to be an effective listener.		√
SU 510 Leading with Emotional Intelligence	This course introduces supervisors/leaders to the concept of leading with Emotional Intelligence. Leaders must be aware of emotional (theirs and others) and effectively manage relationships and work environments. The relationships you develop with your staff are key to the success of your mission. <i>Facilities supervisors can enroll in SU510 Leading with Emotional Intelligence (specific to supervisory situations) or SD292 Emotional Intelligence Overview (page 7 of this brochure). SD292 is an overview of emotional intelligence for non-supervisors or supervisors.</i>	√	



Mastery Series

Master the tools and principles of leadership. This training series goes beyond the fundamentals and is ideal for supervisors who are experienced in their roles and have demonstrated aptitude with their core responsibilities. Supervisors must complete the Fundamental and Advanced Series before enrolling.

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SD 250 Who Moved my Cheese	This 2-part series is based on a study of the best selling book with the same title. Participants will receive a copy of the book during the first session and a facilitated discussion of the concepts it presents. Dealing with constant change is complex and this book engages the reader in a look at our reaction to change. Participants must enroll and attend both Session I and Session II of the series.	√	
SD 280 Personal Development Series: 7 Habits	Part of a series that explore principles and practices, which give us the security to adapt to change, and the wisdom and power to take advantage of the opportunities that change creates. Based on the influential book, 7 Habits of Highly Effective People, by Stephen R. Covey. Each of these sessions can stand-alone but are most effective when you participate in the entire series.	√	



Mastery Series



Mastery series cont...

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SD 281 Personal Leadership: 7 Habits	This class addresses the concept that all things are created mentally first and then physically, whether in a business setting or in your personal life. It is the second class in a series that explores principles and practices, which give us the security to adapt to change, and the wisdom and power to take advantage of the opportunities that change creates. Based on the influential book, 7 Habits of Highly Effective People, by Stephen R. Covey. This session focuses on developing personal and organizational mission statement to be applied on a daily basis. Each of these sessions can stand-alone but are most effective when you participate in the entire series.	√	
SD 282 Personal Management: 7 Habits	This class addresses the principles of personal management and how to put "First things First". The main topic of this class is Time Management. It is the third class in a series of classes that explore principles and practices, which give us the security to adapt to change, and the wisdom and power to take advantage of the opportunities that change creates. The classes are based on the influential book, 7 Habits of Highly Effective People, by Stephen R. Covey. Each of these sessions can stand-alone but are most effective when you participate in the entire series.	√	

Mastery Series



Mastery series cont...

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SD 283 Interpersonal Leadership: 7 Habits	This class addresses the concept that effective long-term relationships require mutual benefit. It is the fourth class in a series that explores principles and practices, which give us the security to adapt to change, and the wisdom and power to take advantage of the opportunities that change creates. Based on the influential book, 7 Habits of Highly Effective People, by Stephen R. Covey. Each of these sessions can stand-alone but are most effective when you participate in the entire series.	√	
SD 284 Empathic Communication: 7 Habits	This class discusses the importance of listening and understanding in communication. A doctor wouldn't prescribe medication without understanding what was wrong. As supervisors, we too should understand before we act. This is the fifth class in a series of classes that explore principles and practices, which give us the security to adapt to change, and the wisdom and power to take advantage of the opportunities that change creates. The classes are based on the influential book, 7 Habits of Highly Effective People, by Stephen R. Covey. Each of these sessions can stand-alone but are most effective when you participate in the entire series.	√	
SD 285 Creative Cooperation : 7 Habits	This class points out how individual differences should be appreciated and the positive aspects of effective teams. This is the sixth class in a series of classes that explore principles and practices, which give us the security to adapt to change, and the wisdom and power to take advantage of the opportunities that change creates. The classes are based on the influential book, 7 Habits of Highly Effective People, by Stephen R. Covey. Each of these sessions can stand-alone but are most effective when you participate in the entire series.	√	

Mastery Series

Mastery series cont...

Class No/Title	Class Description	Offered Spring Semester 2017	
		Yes	No
SD 286 Balanced Self Renewal: 7 Habits	This class addresses the concept that to increase personal effectiveness we need to pursue renewal in each of the four dimensions of life; physical, mental, spiritual and social/emotional. It is the last class in a series that explores principles and practices, which give us the security to adapt to change, and the wisdom and power to take advantage of the opportunities that change creates. Based on the influential book, 7 Habits of Highly Effective People, by Stephen R. Covey. Each of these sessions can stand-alone but are most effective when you participate in the entire series.	√	
SU 518 Four Generations at Work for Supervisors (class was listed as SD 318 prior to Jan 2016)	Supervisors - What are the implications of supervising four distinct generations at work - Matures, Baby Boomers, Generation Xers and Millennials? Four generations in today's workplace provide great opportunities for growth and creativity. At the same time, this situation presents some potential challenges for supervisors related to misunderstandings, lack of communication and conflict. Each generation has distinct attitudes, behaviors, expectations, habits and motivational buttons. This course helps supervisors explore the four generations in the workplace, who they are, characteristics of each generation, how generational differences influence the workplace, and what supervisors can do to promote effectiveness and communication across generational boundaries.	√	

(End of Mastery Series)

