Facilities Training Brochure

Training for Facilities Supervisors

Fundamental Series

FY19 Spring Semester
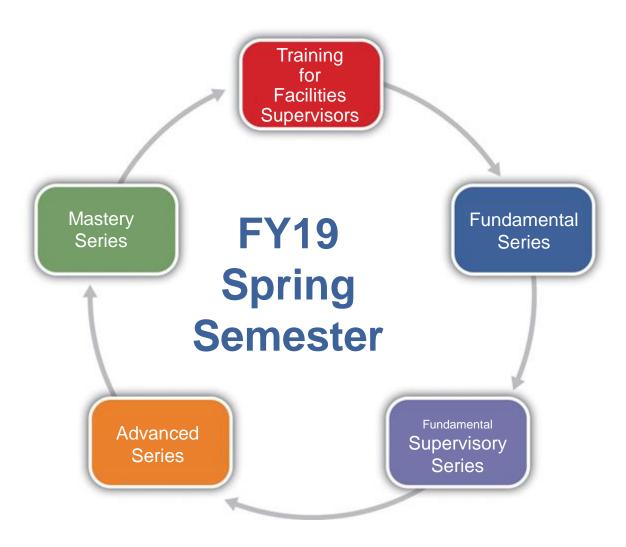
Fundamental Supervisory Series

Advanced Series

Mastery Series

Fundamental Series

All Facilities supervisors are required to complete the six Supervisory Series and thirteen Fundamental Series training classes listed below 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	
Class No.:	*Class Description:*
SU 500	Supervisory Series I: Leadership Skills for Supervisors
SU 501	Supervisory Series II: Influence and Situational Leadership for Supervisors
SU 502	Supervisory Series III: Motivation and Communication for Supervisors
SU 503	Supervisory Series IV: Delegation, Training and Coaching for Supervisors
SU 504	Supervisory Series V: Teams for Supervisors
SU 505	Supervisory Series VI: Practical Application II
Fundamental Series	
Class No.:	*Class Description:*
SD 165 or 166	**SD 165** Project Planning or **SD 166** 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: Your Role as a UTSA Supervisor
SU 330 (must take every 2 years)	Discrimination Prevention: Applied Learning Scenarios
SD 426 & 427 or Dale Carnegie	Customer Service-Strategies for Demanding Situations Part 1 **(SD 426)** & Part 2 **(SD 427)** or Dale Carnegie
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 SD 305	**SU 589** Art of Communication for Managers and Supervisors or **SD 305** Conflict Management
SU 591 (previously SU 257)	Affirmative Action for Hiring Managers & Supervisors – Online Course

Fundamental: 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 2019	
		Yes	No
SU 500 Supervisory Series I: Leadership Skills for Supervisors	This session will help the new Supervisor adapt to managerial thinking. Participants discover their natural leadership style and explore ways to improve their personal strengths. The program also aids new supervisors in overcoming some of the issues associated with supervising a team of which they had previously been a member. Class members create action plans for working effectively within their hierarchy and establishing productive networks. The course involves completing a work project. The project must be turned in to meet all the course requirements.	√	
SU 501 Supervisory Series II: Influence and Situational Leadership for 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**	√	
SU 502 Supervisory Series III: Motivation and Communication for 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**	√	

Fundamental: Supervisory Series

Supervisory series continued:

Class No/Title	Class Description	Offered Spring Semester 2019	
		Yes	No
SU 503 Supervisory Series IV: Delegation, Training and Coaching for 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 Supervisory Series V: Teams for Supervisors	This session is the how-to of applying skills in the supervisory skill series: Leadership, Motivation, Team Building, Coaching & Delegation, Training & Development. This is the last of 5 required classes to receive certification of series completion. **Course Prerequisites SU 500, SU 501, SU 502, SU 503**	√	
SU 505 Supervisory Series VI: Strategic Planning for Supervisors	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 2019	
		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.	√	
SU 283 Tools for Managing Corrective Action and Progressive Discipline	This interactive course is designed to prepare participants to navigate the steps of progressive discipline and explore the goals and value of providing corrective feedback.		√
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 continued:

Class No/Title	Class Description	Offered Spring Semester 2019	
		Yes	**No**
SD 305 Conflict Management	This course provides individuals with tools to resolve existing and avoid potential conflict situations. The class will review techniques and principles and perform activities, including role-playing, to practice their new skills.		√
SU 316 Performance Evaluation - Assessment/Conducting 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: Your Role as a UTSA Supervisor	This class provides definitions, exercises, case law and other pertinent information to UTSA supervisors about all components of unlawful discrimination and sexual harassment. The class will cover the process of filing a discrimination charge, the roles and responsibilities of UTSA's Office of Equal Opportunity Services, and the roles and responsibilities of UTSA supervisors. Participants will receive extensive written materials and resources on preventing discrimination and sexual harassment, as well as resources and information specific to UTSA policies and procedures. This class is designed for any UTSA executive, manager, supervisor or faculty member who supervises staff, students and/or faculty.	√	
SU 330 Discrimination Prevention: Applied Learning Scenarios	Supervisors: You know about Title VII and UTSA policy, you take the online EEO modules each year... now what? Apply your knowledge to real work situations. Strengthen your skills to prevent discrimination at UTSA. Participants work together on practical application of EEO knowledge using scenarios, 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. For details or questions, call Ext. 6641.	√	

Fundamental Series

Fundamental series continued:

Class No/Title	Class Description	Offered Spring Semester 2019	
		Yes	**No**
SD 426 Customer Service - Strategies for Demanding Situations - Part 1 of 2	This course is in two parts; participants must attend both classes; enroll in Part 1, T&D staff will enroll you in Part 2. 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.	√	
SD 427 Customer Service - Strategies for Demanding Situations - Part 2 of 2	This course is in two parts; participants must attend both classes. 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 continued:

Class No/Title	Class Description	Offered Spring Semester 2019	
		Yes	No
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	√	
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 course is the final piece of the hiring process at UTSA. This course covers all of the necessary components from identification and creation of behavioral based questions, panel management, interview consistency and utilizing the decision matrix to ensure that the interview is conducted effectively and legally, and that the best candidate for the position is selected. Course will also allow participants the opportunity to role play and put their questions to practice and receive feedback.	√	

Fundamental Series

Fundamental series continued:

Class No/Title	Class Description	Offered Spring Semester 2019	
		Yes	**No**
SU 589 Art of Communication for Managers and Supervisors - Conflict Resolution or SD305 Conflict Management	Dealing effectively with workplace conflict is a useful way to bring important issues to light, open the lines of communication and strengthen relationships. Unmanaged conflict in the workplace can lead to reduced levels of teamwork and cooperation, diminished employee commitment and lower levels of quality and productivity.	√	
SU 591 (previously SU 257) Affirmative Action for Hiring Managers & Supervisors	This course covers the Affirmative Action policy and practice used to identify and eliminate potential barriers to employment. On-line course.	√	

(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 2019	
		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 Customer Service Model	Providing quality customer service is an important objective of UTSA. Come discover the foundational principles necessary to create a superior customer experience. This 6-Step Model will enable you to identify and incorporate customer service foundational principles to meet and exceed your customers' needs in the most effective manner. This course emphasizes the Platinum level of service with all clients - providing not only the kind of service you think is important but the kind of service that the customer thinks is important. In this way, you achieve fantastic service every time with every customer.	√	
SD 304 Listening for Results	Are you a better than average listener? Most individuals believe that listening is what we have done since we were born. In fact, listening requires skill and motivation for results. Effective listening is certainly not the answer to all workplace problems, but it is one of the first steps leading to solutions. Using listening strategies allows us to learn from successes and avoid mistakes. These advantageous results make us more valuable employees and more effective in our roles.	√	
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.		√

(End of Advanced Series)

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 2019	
		Yes	No
SD 250 Who Moved my Cheese	TWO PART SERIES (Enroll in Part 1 and T&D staff will enroll you in part 2) - Do you feel like change keeps happening around you? Sometimes it's difficult and frustrating to keep up with all the changes at work and in your life. Enroll in this fun and thought provoking class where you'll discover simple but effective techniques to handle change. Participants must enroll and attend both parts to receive a certificate.	√	
SD 280 Personal Development Series 1. Personal Vision	The Personal Development Series of seven classes presents a holistic approach for living a principle-centered life, both professionally and personally. **PLEASE REGISTER INDIVIDUALLY FOR EACH CLASS YOU WISH TO ATTEND.** This series provides tools and resources for living with fairness, integrity, service and dignity. These principles give us the security to adapt to change and to take advantage of the opportunities that change creates. The Personal Development Series is based on the influential book, The 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 7-part series. Personal Vision is the first class in the series and covers an overview of all of the habits, as well as an in-depth look at what it means to be proactive, how to take charge of your life, and how to increase your influence in those areas where you have the most impact.	√	

Mastery Series

Mastery series continued:

Class No/Title	Class Description	Offered Spring Semester 2019	
		Yes	**No**
SD 281 Personal Development Series 2. Personal Leadership	This class is the second in the Personal Development Series and is called: Personal Leadership. **PLEASE REGISTER INDIVIDUALLY FOR EACH CLASS YOU WISH TO ATTEND.** Through imagination you can visualize your potential and create your life as you imagine it to be. You can be a leader of your own life, put principles at the center of your life, and create a personal mission statement about what you want to achieve, both professional and personally. The Personal Development Series of seven classes presents a holistic approach for living a principle-centered life, both professionally and personally. This series provides tools and resources for living with fairness, integrity, service and dignity. These principles give us the security to adapt to change and to take advantage of the opportunities that change creates. The Personal Development Series is based on the influential book, The 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 7-part series.	√	
SD 282 Personal Development Series 3. Personal Management	This class is the third in the Personal Development Series and is called: Personal Management. **PLEASE REGISTER INDIVIDUALLY FOR EACH CLASS YOU WISH TO ATTEND.** Through understanding what is most important to you, and what is least important to you, you can prioritize your time and your activities. You can learn to say no to the unimportant things and you can plan your weekly schedule in accordance with your principles and values. The Personal Development Series of seven classes presents a holistic approach for living a principle-centered life, both professionally and personally. This series provides tools and resources for living with fairness, integrity, service and dignity. These principles give us the security to adapt to change and to take advantage of the opportunities that change creates. The Personal Development Series is based on the influential book, The 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 7-part series.	√	

Mastery Series

Mastery series continued:

Class No/Title	Class Description	Offered Spring Semester 2019	
		Yes	No
SD 283 Personal Development Series 4. Interpersonal Leadership	This is the fourth class in the Personal Development Series and is called: Interpersonal Leadership. **PLEASE REGISTER INDIVIDUALLY FOR EACH CLASS YOU WISH TO ATTEND.** Explore levels of courage and cooperation involved in creating a win-win solution in your relationships, at home and at work. The Personal Development Series of seven classes presents a holistic approach for living a principle-centered life, both professionally and personally. This series provides tools and resources for living with fairness, integrity, service and dignity. These principles give us the security to adapt to change and to take advantage of the opportunities that change creates. The Personal Development Series is based on the influential book, The 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 7-part series.	√	
SD 284 Personal Development Series 5. Empathic Communication	This is the fifth class in the Personal Development Series and is called: Empathic Communication. **PLEASE REGISTER INDIVIDUALLY FOR EACH CLASS YOU WISH TO ATTEND.** Learn to listen not only with your ears, but with your eyes and your heart and your mind too. Learn the value of listening to and understanding the other person's point of view first, before you communicate your own point of view and opinion. The Personal Development Series of seven classes presents a holistic approach for living a principle-centered life, both professionally and personally. This series provides tools and resources for living with fairness, integrity, service and dignity. These principles give us the security to adapt to change and to take advantage of the opportunities that change creates. The Personal Development Series is based on the influential book, The 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 7-part series.	√	

Mastery Series

Mastery series continued:

Class No/Title	Class Description	Offered Spring Semester 2019	
		Yes	No
SD 285 Personal Development Series 6. Creative Cooperation	This is the sixth class of the Personal Development Series and is called: Creative Cooperation. **PLEASE REGISTER INDIVIDUALLY FOR EACH CLASS YOU WISH TO ATTEND.** Explore levels of communication through trust and cooperation. Learn the value of differences and how differences can lead to synergistic, creative and alternative solutions. The Personal Development Series of seven classes presents a holistic approach for living a principle-centered life, both professionally and personally. This series provides tools and resources for living with fairness, integrity, service and dignity. These principles give us the security to adapt to change and to take advantage of the opportunities that change creates. The Personal Development Series is based on the influential book, The 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 7-part series.	√	
SD 286 Personal Development Series 7. Balanced Self-Renewal	This is the seventh class in the Personal Development Series and is called: Balanced Self-Renewal. **PLEASE REGISTER INDIVIDUALLY FOR EACH CLASS YOU WISH TO ATTEND.** Increase your personal effectiveness at work and at home by leading a balanced life. Refresh your life through constant renewal in each of the four dimensions of life; physical, mental, spiritual and social/emotional. The Personal Development Series of seven classes presents a holistic approach for living a principle-centered life, both professionally and personally. This series provides tools and resources for living with fairness, integrity, service and dignity. These principles give us the security to adapt to change and to take advantage of the opportunities that change creates. The Personal Development Series is based on the influential book, The 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 7-part 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)