

Supervisory Development Certificate (SDC) **Course Descriptions**

Not all courses listed below are required. Required courses may vary between different SDC Enrollment periods. SDC participants should refer to their SDC training portfolio summary to determine their required courses.

SDC participants may check for schedules of course offerings on our web sit at:

<http://www.delawarepersonnel.com/training/special/sup/index.shtml>

Participants should check the web site often for regular updates throughout the year.

Please note: Except where indicated, courses are one-day and have no fee. Online courses are self-paced and can be started and stopped at the participant's convenience. When you are accepted into a course that requires a fee, Human Resource Management will bill your fiscal office using the First State Financials system at the completion of that course.

SDC Required Courses:

HR Basics (Online-“Under construction coming late fall 2010)

This course provides an overview of human resource policies and procedures, the Merit Rules, and the Delaware Code. Topics include: government structure, human resource practices, the hiring process--from start to finish, employee orientation, fiscal issues, where to go for help, ethics in government, workplace expectations and issues, performance plan and review, the employee assistance program, the discipline process, and leave administration. *This is also a required course for the Management Development Certificate and the Supervisory Development Certificate.*

Human Side of Management (3 days) (Fee \$50)

This course concentrates on communication, group performance, and problem-solving/decision making. It is intended to enhance the ability of both new and experienced supervisors to get things done by working with their employees. Topics include: The Communication Process, Verbal and Non-Verbal Communication/Listening, Conducting Meetings, Solving Agency Communication Problems, Leadership, Team Building, Motivation, Coaching to Improve Performance, Resolving Conflict, and Problem-Solving/Decision Making.

Moving Into Supervision (for non-supervisors)

This course provides valuable information for those about to make the move into supervision. Topics that will be covered in the session include the role of a supervisor, characteristics of successful supervisors, ways to ease the transition from employee to supervisor, and principles to becoming an effective supervisor.

PERSONAL PROFILE/BEHAVIORAL STYLES (DiSC)

All of us have developed behavioral patterns--distinct ways of thinking, feeling, and acting. The Personal Profile system, DiSC, presents a plan to help you understand yourself and others in a specific environment. By focusing on the work environment, this course will increase your understanding of your work behavioral style and identify the environment most conducive to your success. At the same time, you will learn about the differences of others and increase productivity and teamwork in your work organization.

Put It In Writing (3 days) (Fee \$150)

This course is designed to improve the writing skills for those people responsible for written communication and reports. Topics include Improving Clarity, Grammar and Punctuation, Organization, Meeting Deadlines, and Revision. *This course is also a required course for the Human Resource Certificate.*

Quality Service in the Public Sector

Customer service is expected as much from public organizations as it is from private organizations. This course will help you communicate the importance of customer service in public sector organizations and give you the tools necessary to provide quality customer service. This will also provide information on how to recognize and prevent blatant and subtle disrespectful and harassing behaviors and provide you with skills for creating a respectful workplace. *This course is also a required course for the Human Resource Certificate.*

Supervisory Orientation (2009 2-day course was replaced with Online course containing Five Modules.) Modules 4 and 5 “coming late fall 2010)

To receive credit for Supervisory Orientation, all five modules must be completed. SDC participants should complete each module and submit the special Supervisory Orientation Course Notes form. This course is intended for supervisors, managers, and SDC Participants.

- **Know Your State Government (Module 1)** (See description above) [Click here to begin this module.](#)
- **The Supervisor's Role (Module 2)**
This online course is the **second of five modules** for the **Supervisory Orientation Course**. In this module, current and aspiring supervisors will learn the evolution of supervision, the qualities of a good supervisor, the critical functions and needs of supervision, and things to consider when supervising others. [Click here to begin this module](#)
- **AA/EEO (Module 3)**
This online course is **third of five modules** for the **Supervisory Orientation Course**. This module provides supervisors and aspiring supervisors with information about Affirmative Action, the role of the Governor's Council on Equal Employment Opportunity, and the scope of diversity and its value as a management tool. [Click here to begin this module](#)
- **The Merit Rules (Module 4) (Coming Soon)**
This online course is the fourth of five modules for the Supervisory Orientation Course. This module covers the history of the Merit Rules, an overview of the terminology, an overview of the rules, and highlights of areas of particular interest to employees.
- **Getting the Job Done (Module 5) (Coming Soon)**
This online course is the fifth of five modules for the Supervisory Orientation Course. This module presents "Joe's Top Ten" and other useful tips for *Getting the Job Done*.

SDC Elective courses: (must complete 2 elective courses)

Conflict Resolution

Focusing on effective communication and collaborative problem solving skills, the conflict resolution workshop provides participants with a basic understanding of conflict management styles and techniques to achieve win-win solutions, communication techniques, and a problem solving process for resolving conflicts. Participants can use these techniques for themselves or assisting others to resolve differences. This interactive training will include lecture, discussion, and large/small group activities. The skills acquired are applicable in the workplace as well as the home and community settings. *This course is also an elective for both Human Resource Certificate and Management Development Certificate.*

Computer courses (Fee varies by course)

Check our website for current courses that will meet your need for development in this area. One computer course can be used as an elective to meet the program requirements.

Effective Presentation Skills

This course teaches the skills needed to overcome the anxiety of public speaking and develop a winning presentation. Topics include dealing with Anxiety, steps to developing a winning presentation, using visual aids effectively, and factors involved in the actual presentation. *This is also an elective course for the Human Resource Certificate.*

Facilitation Skills for Planning Meetings

A facilitator's role is to keep a group on track, and provide a structure and process so that it can succeed in achieving the group's purpose. This course is designed to help managers and supervisors use effective facilitation skills in planning meetings and can be successfully applied in any type of group: team meetings, training environments, and gathering input from others. Participants will learn basic facilitation skills, understand how these skills are utilized to maximize the involvement of participants in any group, and understand how these skills can be applied in learning situations, interviewing/data collection, and groups/teams. This interactive session will provide participants with the opportunity to practice basic facilitation skills in a supportive

environment. Learn how to tap into the benefits of learning and collective wisdom that occurs through the effective use of facilitation.

Project Management

As a busy professional, you're probably juggling several tasks with competing deadlines and priorities, and have limited time to do them. You can't make time stand still, but you can learn to manage your projects more confidently and effectively. This course teaches you how to confront real-life project challenges with basic project management tools and techniques. Through hands-on, interactive exercises with your peers you will learn how to successfully plan, manage, and deliver projects.

Supervisor as Trainer

After interview and selection, all new employees need orientation and on-the-job training to help them adjust to their new environments and to begin work. Discussion will include the value of training, new employee orientation, on-the-job training and coaching, and using appropriate training resources. Guides, checklists, and samples will be provided.

Workplace Communication & Active Listening

Good communication skills are essential to improve productivity and build positive relationships that will create a more efficient work environment. This course will give you the skills and knowledge to help you improve your communication skills by focusing on verbal and non-verbal communication skills, communication styles, and active listening.