



Effective Supervision Certificate Program

This program is designed for supervisors, managers, and department HR representatives who want to learn or review fundamental principles, policies, and practices of effective supervision at UC Irvine. Courses provide opportunities for questions, discussion, problem solving and networking in a supportive environment.



Program Length and Time Commitment

The program consists of half day courses offered once a week for nine weeks. The full program is offered multiple times per year.

- ✦ Completion of all ten courses is required to receive a Certificate of Completion.
- ✦ Completion of all ten courses is strongly recommended to build supervisory competency. Staff may select to complete individual courses based on their skills and experience, or to learn about a new topic not previously available..
- ✦ Taking courses in the order listed in the catalog is strongly recommended, but not required. Staff may complete courses out of sequence as best fits their schedules and meets their department needs..



Who Should Attend

Current and new UCI managers, supervisors, and department HR representatives are strongly encouraged to complete the program to learn campus policies, procedures, and meet campus expert resources. Participants have the opportunity to network with instructors to enhance communications and working relationships.



Courses and Descriptions

- 1. Coaching and Communication Skills**
Learn about the role of the supervisor, effective leadership techniques for getting cooperation and commitment, listening techniques, steps for managing performance issues, and tips for handling difficult situations.
- 2. Performance Management**
Learn about the performance evaluation process at UC Irvine and why it is performed. Supervisors will explore strategies to effectively manage employee performance through the development and use of performance standards.
- 3. Investigations and Discipline**
Learn how to conduct a fair and unbiased investigation; review the principles for administering corrective action and progressive discipline including just cause, the right to due process and representation.
- 4. Managing in a Union Environment**
Learn about grievance handling, organizing and bargaining. Gain a better understanding of labor relations, including the rights and responsibilities of supervisors/managers and employees in a collective bargaining environment.
- 5. Injury Prevention, Workers' Compensation and Disability Management Integration**
Learn to take a proactive approach to injury prevention, what to do when an injury occurs and about Workers' Compensation laws, and when to apply Return-to-Work. An overview of disability management, disability plans, and filing for disability will also be presented.
- 6. Interactive Process / Reasonable Accommodation and Family and Medical Leave (FMLA)**
Learn about FMLA eligibility, benefits, job protection and supervisory rights, review of reasonable accommodation obligations, interactive process and supervisory options.
- 7. Recruitment and Selection**
Learn about campus employment procedures, developing selection criteria, designing job-related questions, interviewing and documenting applicant responses, and completing the evaluation process. Recommended for anyone who hires staff.
- 8. Equal Opportunity Work Environment / Your Role as Supervisor**
Learn about UCI's nondiscrimination, affirmative action and sexual harassment policies, as well as methods to identify and prevent any form of discrimination and harassment. Participants will explore how valuing differences can help them successfully lead a diverse work unit toward enhanced quality and productivity. UCI resources to address topic issues will be presented.
- 9. Conflict Resolution and Preventing Violence in The Workplace**
Learn how to handle mental health and violence in the workplace issues. Supervisors will be provided with tools and resources.
- 10. Fraud in the Workplace**
Learn how to detect symptoms of fraud, identify red flags, and take steps to prevent fraud. Review reporting options for suspected fraud and learn about the UC policy prohibiting retaliatory actions for reporting.



Program Competencies and Skill Dimensions

This program is designed to help participants enhance their set of skills, knowledge, and attitudes in the following competency and skill dimension areas necessary for effective supervision.

Communication

- ✦ Active Listening
- ✦ Providing Feedback
- ✦ Written Communication

Critical Thinking

- ✦ Decision Making
- ✦ Judgment
- ✦ Administrative Controls

Diversity Awareness

- ✦ Unconscious Bias
- ✦ Inclusiveness
- ✦ Valuing Diversity

Emotional Intelligence

- ✦ Self Development
- ✦ Adaptability / Stress Tolerance
- ✦ Self-Control
- ✦ Trustworthiness
- ✦ Conflict Management
- ✦ Leadership/Influence
- ✦ Interpersonal Sensitivity / Empathy
- ✦ Team / Interpersonal Support
- ✦ Collaboration



How to Register / Enroll

Enroll online through the UC Learning Center at www.uclc.uci.edu . Search for Effective Supervision in the catalog to see current course descriptions and offerings.



The Instructors

Instructors for the courses are campus experts from Human Resources, Environmental Health & Safety, Internal Audit, Academic Affairs, and the Office of Equal Opportunity and Diversity. They serve as resources for managers, supervisors, and department HR representatives on personnel related issues.



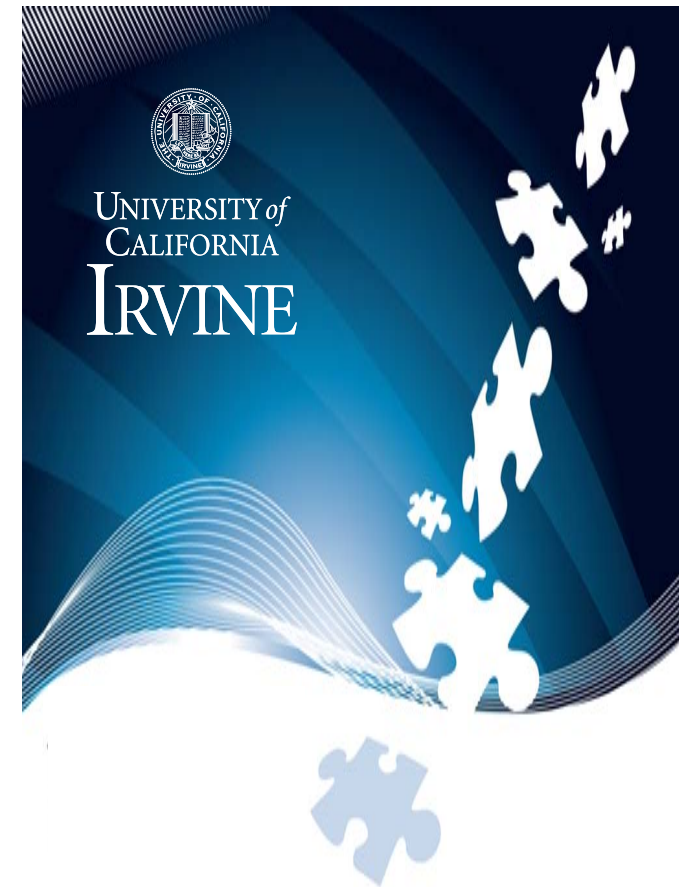
Request a Certificate of Completion

Upon completion of all ten program courses, please email your request for a Certificate of Completion to training@uci.edu. Certificates will be mailed intercampus mail.



Questions? Contact

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 Training and Development
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Effective Supervision Certificate Program

HUMAN RESOURCES

DISCOVER ✦ LEARN ✦ GROW