

Basics of Supervision Online Certificate Program

This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. Participants are required to successfully complete all fifteen of the following courses and achieve a passing grade of 70% or higher in each course. It is recommended that the courses be completed in the order they are displayed below.

The Reality of Being a First-Time Manager (.4 Hours)

Most new managers don't realize how much their new role differs from that of an individual contributor. Often, they have misconceptions about what managing entails, and they may be surprised to learn that the skills and methods required for success as an individual contributor and those needed for success as a manager are very different. This course describes some of the myths about management and their corresponding truths in order to clarify what managers really do. It also points to the typical demands and constraints of a manager's job. Finally, it describes strategies for dealing with common mistakes of first-time managers.

Facing Challenges as a First-Time Manager (.3 Hours)

High expectations are often placed on first-time managers. Along with these expectations comes the pressure to succeed and the need to prove you belong in a management position. Establishing credibility early and building new working relationships can go a long way in helping a first-time manager succeed in adjusting to his or her new responsibilities. This course describes ways to establish credibility and manage former colleagues effectively. You'll also learn how to balance conflicting expectations as a manager.

Being a Fair and Caring Manager (.5 Hours)

As a manager, you will wear many different hats as you deal with a variety of people. Because you will encounter many personalities, emotions, and practices, it's important to learn how to be fair and caring when managing others. In this course, you will explore the many facets of treating others with fairness, including how to apply standards fairly. You'll also learn how to demonstrate fairness in your communication, decision making, and personal skills such as listening, sharing, and showing concern to your direct reports.

Effectively Directing and Delegating as a Manager (.5 Hours)

Understanding the essential responsibilities you have when directing and delegating to others, and the practices you should employ in order to meet those responsibilities, will lead to you fulfilling your duties and realizing the potential of your entire team. This course provides information on the key proficiencies of managing people, such as setting direction and

establishing clear objectives and goals for your direct reports. It discusses the importance of organizing, as well as communicating for clarity and direction. It also covers the best practices for planning delegation and the techniques you need to carry through with delegation. Finally, the course details the importance of monitoring delegated tasks to ensure employees are on the right track.

Taking Your Team to the Next Level with Delegation (.3 Hours)

When delegation is working for your team, how can you take it to the next level? In this course, you'll explore levels of responsibility you can delegate to further team development. You'll also learn how to improve your delegation skills.

Navigating Other People's Emotions (.4 Hours)

Organizational and interpersonal dynamics, along with high pressure situations, can sometimes cause others to behave unprofessionally. The way you react to their behavior can have a lasting effect on your future relationships. But, by building emotional intelligence, or emotional IQ, you can ensure that you'll be able to understand and acknowledge other people's emotions and maintain strong relationships with them. In this course, you'll learn how to recognize emotional awareness in, actively listen to, and empathize with others by developing emotional intelligence, also known as EQ. You'll also discover how to apply organizational awareness and empathy to enhance your workplace relationships.

Navigating the Workplace with Emotional Intelligence (.4 Hours)

Any organization, regardless of its size, industry or location, is made up of people – people who interact daily, and not always without incident. Developing emotional intelligence within the organization is a key factor in ensuring that these relationships run smoothly. This is especially true of leaders, who must provide an example of how to behave in group settings. In this course, you'll learn how building emotional intelligence, or EQ, can improve team or group interactions. You'll also explore the role of emotional IQ in workplace activities, conflict and stress management, as well as employee influence and engagement.

Leading By Motivating (. 3 Hours)

Motivation drives people to take action. Without proper motivational leadership, things simply would not get done. As a leader, your capacity for motivating plays a key element in the success of your team and your organization. This course provides you with an understanding of why motivating leadership strategies are important and offers practical techniques for encouraging team motivation.

Managing Employee Development (.5 Hours)

Smart companies have learned that supporting continuous learning and self-development among employees reaps dividends in productivity and employee retention rates. As a manager, you're responsible for developing people, which includes developing talent in your direct reports. In this course, you'll learn about the benefits of developing employees and assessing how their development needs can be addressed through organizational learning. You'll then learn how to prepare for and conduct a development meeting that includes the necessary development plan characteristics and support for your employees.

Encouraging Team Communication and Collaboration (.5 Hours)

Establishing a successful team involves ensuring that team members can communicate with you and with one another and that they will work as a team rather than as individuals. Clear channels of communication are required for both on-site and virtual teams. In this course, you'll learn techniques for encouraging effective communication and overcoming communication problems. You'll also learn strategies for encouraging team collaboration. Finally, you'll learn about tools and technologies that are commonly used for virtual team communication and key considerations for establishing virtual communication guidelines.

Polishing Your Feedback Skills (.6 Hours)

The ability to give genuinely constructive feedback is vital in the workplace. If you're a manager and are responsible for developing others, you'll likely have to inform employees if their performance doesn't meet the standard required. This is a delicate situation, and one that requires tact and preparation. But, if done effectively, providing feedback can not only improve performance, but also motivate people and strengthen relationships. In this course, you'll learn how to plan a feedback session and how to give feedback in a positive manner. You'll also learn techniques for handling bad reactions to feedback and your own nervousness, as well as how to give feedback to people at different organizational levels.

Positive Atmosphere: Establishing a Positive Work Environment (.4 Hours)

An engaged workforce creates a positive work environment that boosts productivity, encourages creativity, and helps you engage and retain talented employees. This in turn will make your organization more profitable and innovative and will strengthen your employees' work ethic. In this course, you'll learn about the benefits of engaging your workforce and of establishing a positive work culture. You'll learn how to recognize common qualities of engaged employees, understand what drives employee motivation, and recognize commitment challenges. You'll also learn how employee engagement links to the bottom line by reducing turnover.

Facing the Management Challenges of Difficult Behavior and Diverse Teams (.5 Hours)

As a manager, it can be daunting to find yourself in charge of a diverse group, comprised of different age ranges, backgrounds, and experiences. It's inevitable that you'll encounter difficulties. Effectively handling conflict, whether it's team conflict or difficult employee behavior, is essential to productivity and requires developing conflict management skills. This course covers useful techniques and processes for conflict resolution. You'll learn methods for resolving conflict when dealing with an employee's difficult behavior. You'll also learn ways of effectively managing team conflict and understanding and dealing with conflict in the workplace as a whole.

Confronting Workplace Conflict (.4 Hours)

Any time two or more people are gathered in one place, conflict will inevitably follow. The workplace is no exception. It's how you manage workplace conflict. There are many valid approaches to managing conflict, but ignoring it is the one guaranteed not to work. Resolving conflict is an important interpersonal skill that, with practice, can diffuse difficult situations at work. In this course, you'll learn some of the major sources of workplace conflict. You'll learn how to recognize your own conflict style and how to work toward conflict resolution. You'll also learn strategies and approaches to conflict management and working with difficult people.

Establishing Effective Virtual Teams (.5 Hours)

Building and managing teams is enough of a challenge when everyone is in the same location. Collaboration when working on a team that's virtual requires even more commitment. In this course, you'll learn about teamwork and team leadership when working on a virtual team. You'll cover remote management and tactics for communication, assessment, and meetings for virtual teams.

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](#) page. This certificate assisted you in developing the following competencies:



Professionalism and Self-Management