

## Foundations of Supervision

Length: 2 Days

### COURSE CONTENT

#### DAY 1:

##### **Addressing Poor Performance** (8am to 10am)

- Distinguish between performance and conduct problems
- Describe the steps for handling both conduct and performance problems, including use of the Employee Assistance Program
- Maintain appropriate documentation of employee conduct and performance
- Examine the range of penalties and determine appropriate disciplinary actions for conduct problems
- Use performance improvement plans effectively to address performance problems
- Explain employee rights in both performance and conduct matters

##### **Coaching, Counseling, and Mentoring** (10am to 11am)

- Similarities and differences
- Selecting the right skill for the situation
- Coaching model, pitfalls of coaching, active listening
- Counseling: find the root of the cause, empathy
- Explain the value of counseling for minor conduct problems
- Mentoring tools and steps

##### **Department of Navy (DON) Training and Development** (11am to 12pm)

- Assist employees to assess competency skill gaps and create and implement personal development plans
- Recognize and use development resources and opportunities

*Lunch – 12pm to 1pm*

##### **DON Uniformed Services Employment and Reemployment Rights Act (USERRA)** (1pm to 2pm)

- Understand the collective bargaining process and recognize the rights of employees, unions, and management

##### **Hiring Talent (includes Veteran Employment & Employment of Individuals w/ Disabilities)** (2pm to 3pm)

- Identify appointing authorities and hiring flexibilities available
- Hiring talent

##### **Labor Relations** (3pm to 4pm)

- Determine whether practices affect conditions of employment
- Evaluate situations to determine whether union participation is required

#### DAY 2:

##### **Merit System Principle Basics** (8am to 9am)

- Describe the nine merit system principles
- Recognize the agencies that provide oversight for the merit principles

##### **Performance Management Phases** (9am to 10:30am)

- Identify strategically linked performance elements and write measurable standards for each
- Implement strategies to communicate performance expectations to employees
- Identify methods for monitoring performance within your work unit

- Describe the characteristics of effective feedback and follow guidelines for providing positive and corrective feedback effectively
- Assist employees to assess competency skill gaps and create and implement personal development plans
- Recognize and use development resources and opportunities
- Evaluate and rate employee performance

**Recognition Incentives and Awards** (10:30am to 11:30am)

- List some common incentives and awards that may be associated with performance ratings.

**Managing Conflict** (11:30am to 12pm)

- Recognizing conflict
- Responding to conflict
- Resolving Conflict

*Lunch – 12pm to 1pm*

**DON Leading Change** (1pm to 1:30pm)

- Change Initiative
- Change Management
- Authority vs. Responsibility
- Creating a Change Team

**Workers Compensation** (1:30pm to 2pm)

- Describe supervisory responsibilities in Workers Comp
- Discuss where to get additional information

**Federal Leave Administration** (2pm to 3pm)

- Describe the various types of leave and accrual rates
- Recognize when and how each type of leave can be used
- Identify the supervisor's role in managing time, attendance and leave
- Discuss how to recognize patterns of abuse and handle problems with leave and attendance

**Onboarding** (3pm to 3:30pm)

- How good on-boarding promotes retention and engagement

**Federal Position Classification** (3:30pm to 4pm)

- Explain the goals of position management and the classification process
- Use the FES format to write a position description
- Recognize the items included in a FWS position description