

**MiAPPA / U-M Plant Academy Supervisor Training Program**  
3-day Certificate Program for Front Line Supervisors

**Facilities Management : An Overview (4.0 hours)**

Facilities management professionals and their staffs have decision-making responsibilities that cover a wide range of business, management, and technical areas. The facilities management field demands knowledge and skills in the areas of planning, finance, administration, project design and implementation, human resource development, and operations and maintenance. This course will provide an overview of facilities management and its unique challenges in the higher education environment.

**Everyday Leadership for Supervision (4.0 hours)**

Experts agree that an important part of supervisor effectiveness relies on the quality of relationships they build with the employees they lead. Within the hectic day of a supervisor's life, even small changes taken routinely can make a big difference in nourishing strong relationships. This workshop will explore the architecture of high quality relationships at work-- with the people you manage as well as report to. Core leadership competencies that reduce conflict and increase cooperation will be underscored.

**Getting Results (4.0 hours)**

Regardless of how long you have been in supervision-- and regardless of whom you manage-- there are valuable measures to take with every employee during the good times and the bad. You are the coach and your team benefits from knowing the game plan: their individual purpose on the field, feedback on their game, and constructive confrontation when they appear headed for the bench. This workshop focuses on "performance management": the steps one can take to engage, improve and sustain employee development and performance.

**Customer First (4.0 hours)**

This highly interactive seminar emphasizes the importance of communicating with campus customers in order to maintain good working relationships. The workshop draws on many lessons learned from customer research, campus customer surveys and focus groups, and basic experience from the trenches. Participants will explore ways to supervise with the customer in mind by leading their workgroup to: develop and maintain a relationship with the customer in the field; better understand the customer's position; and develop strategies to communicate with customers through a variety of processes and actions.

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### **Law and Policy (2.0 hours)**

Although as a manager or supervisor you don't have a law degree, you are expected to make decisions and act within a legal environment that is very complex and ever changing.. This course will broaden the understanding of laws, policies and guidelines that govern higher education and are central to the work of managers and supervisors in Facilities and Operations-- an ever changing and complex environment.

### **Ethics (2.0 hours)**

A consistent characteristic of successful businesses and organizations is their demonstrated respect for ethics. Yet conflicting demands and pressures may sometimes confuse the path to doing "the right thing". Just as unethical behavior has damaging consequences, ethical behavior has the potential to contribute importantly to achieving organizational excellence. Strong ethical practice earns the respect and trust of employees, customers, vendors, and others. This workshop will introduce participants to ideas for working with employees in ways that support an ethical climate.

### **Supervisor Tools for Leading Change (4.0 hours)**

Supervisors are continually being asked to support and lead their shops and offices through organization changes. Change initiatives often come from other parts of the organization while other changes supervisors initiate on their own. In this workshop participants will learn a structured process for leading change, understand and be able to apply tools for each phase of that process and gain an understanding of skills and behaviors of supervisors working as change leaders.