

# MiAPPA and U-M Plant Academy Announce An Annual Training Conference for Front Line Supervisors

You are invited to participate in this collaborative certification program conducted during the MiAPPA Winter 2009 Educational Conference.

**February 23, 24 & 25, 2009**

Oakland University Campus

*For complete course descriptions and information on instructors, see information packet.*



## **Facilities Management: An Overview**

Featuring a brief survey of the business, management, and technical complexities of facilities management and its unique challenges in the higher education environment

## **Customer First**

Exploring ways to supervise with the customer in mind and to lead employees to create a reasonable and effective customer focus as they perform their jobs

## **Everyday Leadership for Supervision**

Examining the value of quality relationships between supervisors and their employees and the small wins one can make in a hectic work life

## **Getting Results**

Setting expectations, coaching for good performance, and managing for performance improvement

## **Law and Policy**

An understanding of laws, policies, and guidelines that govern employment in higher education and facilities management

## **Ethics**

Working with employees in ways that promote ethical practices and an ethical climate

## **Supervisor Tools for Leading Change**

Leading change using a framework for change management and applying tools for each phase of change

Sponsored by MiAPPA, University of Michigan Plant Operations and Plant Academy  
For complete details, please see the Michigan APPA website:

<http://www.pp.wmich.edu/miappa/>



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