

PROFESSIONAL DEVELOPMENT 2017 ERAPPA

Saturday, October 28, 2017 - Tuesday, October 31, 2017

Supervisor Toolkit

APPA's Supervisor's ToolKit, exploring the "Nuts and Bolts of Facilities Supervision," is designed and developed for the purpose of training and developing supervisors and managers in the Facilities environment at member institutions.

This unique program is a minimum 32-hour, seven-module set developed for groups of 25-40 people tailored specifically toward the education facilities professional and taught by Master and qualified trainers. ToolKit sessions will run Saturday through Tuesday (October 28-31) during ERAPPA 2017. Participants are provided an official Toolkit Participant Guide and additional handouts from which they work during the training and take back for reference. Key elements covered include:

Module 1: Supervision, What Is It? Learn to define effective facilities supervision; identify the roles and responsibilities of supervisors; and understand four key functions of supervision.

Module 2: It's More Than "Adminis-trivia." Learn to understand the supervisor's role in administering organizational policy and procedures; recognize the legal considerations in the facilities environment; and gain an awareness of resource management.

Module 3: Communication, Let's Talk! Identify barriers to effective communication; demonstrate communication skills; and understand your role in the communication process.

Module 4: If It Weren't for the People. Understand the importance of developing and maintaining effective relationships with others in the workplace; examine the different types of relationships that exist in the workplace; and identify strategies and skills for improving relationships with others.

Module 5: Motivation and Performance. Identify methods of training and developing employees; ascertain methods of positive reinforcement; and understand the importance of performance management and evaluation.

Module 6: Customer Service Triangle. Learn to create a basic understanding of the three major aspects of customer service process, experience, and recovery; examine the role of the supervisor in customer service; and help participants identify areas for improvement in service delivery in their organizations.

Module 7: Leadership-Tools for success. Master techniques to understand critical elements of leadership; transition from managing, to managing and leading; and understand your own preferred leadership style.

Certificates of completion as well as 3.0 continuing education units (CEUs) are provided by APPA for each participant completing at least 32 hours of the training program.

Attendees will be included in the midst of the ERAPPA 2017 conference at the Omni Shoreham and invited to attend/register for all conference events taking place around their class schedule.

Scheduled from 8:00 am- 4:00 pm