



University of Public Works

Building a Learning Organization

Supervisor Support Series

Supervisor Support Series Launch: Opportunity for Supervisor I's and II's to learn about the Supervisor Series program and sign up for courses.

Supervisor Support Series Course 1: You are my new supervisor? (Or, making a graceful transition from co-worker to supervisor):

- How to garner the respect you deserve
- How to grow a motivated team
- How to teach others while still learning yourself

For Training Tracker: Sup Support Series Course 1 Transition

Supervisor Support Series Course 2: Did you take care of that thing?

- Managing tasks, priorities and delegation skills.
- Tips for keeping up with all of those things we have to do, meetings we have to attend and people we need to supervise.

For Training Tracker: Sup Support Series Course 2 Tasks

Supervisor Support Series Course 3: Did I say that?

***Required Course**

- How to talk to your team – what can you say? What can't you say?
- How to talk to your supervisors and management? Now that you are a supervisor, are they your equal?
- How do I "translate" what I hear from management and explain it to my team?

For Training Tracker: Sup Support Series Course 3 Team Talk

Supervisor Support Series Course 4: Did you say that?

***Required Course**

- When is an employee being disrespectful? How do you handle it?
- When I am not sure how to do something, do I ask my team for help or fake it until I make it?
- When faced with an angry co-worker, employee or resident – what do you do? What do you say?

For Training Tracker: Sup Support Series Course 4 Angry Talk



University of Public Works

Building a Learning Organization

Supervisor Support Series

Supervisor Support Series Course 5: Did I write that?

- Reports, emails, personnel actions – now that you are a supervisor, you need to up your writing game.

For Training Tracker: Sup Support Series Course 5 Writing

Supervisor Support Series Course 6: I didn't do that!

***Required Course**

- Growing accountability with our team, our supervisors and our customers.

For Training Tracker: Sup Support Series Course 6 Account

Supervisor Support Series Course 7: Did you google that?

***Required Course**

- Using computers at work – Microsoft Office, Outlook, Excel and Word – an overview and tip session.
- Using smart phones and tablets – or as my dad used to say, “How do you work this thing?”

For Training Tracker: Sup Support Series Course 7 Computer

Supervisor Support Series Course 8: Should we set up a meeting? Yes, it's another meeting.

- Should you call that meeting or not? Basic meeting etiquette. How to make a meeting worthwhile.
- How to look at the conference room schedules and set up a meeting using Outlook.

For Training Tracker: Sup Support Series Course 8 Meeting

Supervisor Support Series Course 9: Run-D.M.C. always said, “Walk this way!”

***Required Course**

- Guidelines for safe path of travel

For Training Tracker: Sup Support Series Course 9 Safe Path

Supervisor Support Series Course 10: What is that anyway?

- Public Works Strategic Plan
- DPW Stat for Ops and Building and Design
- Mission, Vision and Core Values at Public Works

For Training Tracker: Sup Support Series Course 10 Strat and Stat



University of Public Works

Building a Learning Organization

Supervisor Support Series

Supervisor Support Series Course 11: You did what?

- Tips for Progressive Discipline at the Yard.

For Training Tracker: Sup Support Series Course 11 Discipline

Supervisor Support Series Course 12: Let's review:

***Required Course**

- Performance Plans and Appraisals – they really aren't that bad.

For Training Tracker: Sup Support Series Course 12 PPAR

Supervisor Support Series Course 13: First Aid/CPR

Supervisor Support Series Course 14: Need a lift?

- Forklift training

Supervisor Support Series Course 15: MC Hammer always said, "Can't touch this!"

- Hazardous Materials Identification in the Field

Supervisor Support Series Course 16: Mom always said, "Don't roller skate on the railroad tracks."

- Roadway Worker Protection (track) Training along with some safety tips regarding overhead lines