# 2013-2014 Supervisor Learning Tracks

## PRACTICAL SUPERVISOR

### track one

- All classes required to graduate
- *Positive Discipline* Program
- A Supervisor’s Guide to Coaching, Positive Discipline, and Grievance Handling
- Supervisor Basics for Leading Safety
- Health & Safety
- Internal Business Processes
- *HR and Payroll Transactions with PPAPO*
- Customer Relations & Work Control
- *Work Management and Customer Relations*
- Classes in FMS Training and POCC Observation
- *University Financial Systems*
- *Crucial Confrontations*  
*Classes with an asterisk (*) are also components of the Supervisor Leadership Certificate (yellow).*  
Course completion of classes noted by (*) will result in credit being awarded on both tracks.

### Electives (2 required - Select two electives from below)

- *University Financial Systems*
- *Crucial Confrontations*  
*Electives with asterisk (*) are also components of the Practical Supervisor track (green).*  
Course completion of classes marked by (*) will result in credit given on both tracks.

### Practicum Project

- Construction Services
- Customer Relations & Work Control
- The completion of a project is required. See Plant Academy website to print packet and instructions.

### Look for Email Announcement when Available

- Architecture, Engineering and Construction (AEC) Classes in FMS Training and POCC Observation
- Electrical Systems, Roofs and Elevators
- Occupational Safety and Environmental Health (OSEH)
- University Financial Systems and Plant Administrative Services

**Note:** The completion of the University Financial Systems and Plant Administrative Services will result in credit given on all three programs Supervisor Leadership, Practical Supervisor and IFM tracks.

## SUPERVISOR LEADERSHIP CERTIFICATE PROGRAM

### track two

- Required Core Classes (all)
  - Effective Leadership
  - Customer Service
  - Diversity and Inclusion
  - Ethics
  - Law and Policy Program
  - Change Management Program
  - *Introduction to Facilities Management: Overview (See IFM Series)*
- Practicum Project

### Electives (2 required - Select two electives from below)

- Business Writing Skills: Clear, Concise, Accurate
- Elective Substitution Program
- *Seven Habits of Highly Effective People*
- *Crucial Confrontations (full program=12 hours)*
- *University Financial Systems*

**Note:** Employees not assigned to Practical Supervisor may complete this coursework under this Leadership track. For Plant employees assigned to both PracSuper and Leadership, course completion of classes marked by (*) will result in credit given on both tracks.

### Look for Email Announcement when Available

- Architecture, Engineering and Construction (AEC) Classes in FMS Training and POCC Observation
- Electrical Systems, Roofs and Elevators
- Occupational Safety and Environmental Health (OSEH)
- University Financial Systems and Plant Administrative Services

**Note:** The completion of the IFM: Overview will result in credit given on both Supervisor Leadership and IFM tracks.

## INTRODUCTION TO FACILITIES MANAGEMENT CERTIFICATE SERIES

### track three

- Required Practicum

### Electives (2 required - Select two electives from below)

- *Interviewing, Selection and Hiring*
- *Business Writing Skills: Clear, Concise, Accurate*
- *Elective Substitution Program*
- *Seven Habits of Highly Effective People*
- *University Financial Systems*

**Note:** Employees not assigned to Practical Supervisor may complete this coursework under the IFM track. For Plant employees assigned to both IFM and Leadership, course completion of classes marked by (*) will result in credit given on both tracks.

### Look for Email Announcement when Available

- Architecture, Engineering and Construction (AEC) Classes in FMS Training and POCC Observation
- Electrical Systems, Roofs and Elevators
- Occupational Safety and Environmental Health (OSEH)
- University Financial Systems and Plant Administrative Services

**Note:** The completion of the IFM: Overview will result in credit given on both Supervisor Leadership and IFM tracks.