COURSE SYLLABUS

Introduction to Supervision Course (Self-Paced)

Build foundational supervisory skills aligned with OPM's Federal Supervisory Training Framework, focusing on leadership, communication, and conflict management.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/introduction-to-supervision-course-self-paced



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Course Outline

Module 1: Introduction to the Course

- Link course topics to OPM's Federal Supervisory Training Framework
- Identify current supervisory skills and areas for growth
- Describe the Primary Responsibility Statement for guiding decisions

Module 2: Transitioning Into Supervision

- Understand the primary roles of a supervisor
- Learn about sources of power and how employees respond to power
- Explore the Supervisor's three accountabilities and the Accountability Triangle

Module 3: Building Quality Relationships Through Effective Communication

- Examine the link between balancing accountabilities and communication
- Learn strategies for communicating effectively with virtual teams
- Understand the different types of listening skills and their application

Module 4: Inspiring a Motivated and Committed Workforce

- Analyze motivational theories such as Maslow's Hierarchy of Needs and Herzberg's Hygiene-Motivator Theory
- Understand the relationship between motivation and performance
- Identify employee needs through observation and conversation

Module 5: Managing and Resolving Conflict

- Understand the value of conflict and methods for conflict resolution
- Learn five styles for handling conflict and the importance of flexibility

Module 6: A Model for Performance Excellence

- Examine the performance management system and its components: planning, monitoring, developing, rating, and rewarding
- Learn about giving feedback using the Situation-Behavior-Impact model

- Understand the importance of delegating tasks for skill development

Module 7: Analyzing and Addressing Performance Problems

- Differentiate between performance and conduct issues
- Follow a structured approach to analyzing and addressing performance problems

Module 8: The Supervisory Challenge

- Reflect on your supervisory journey and personal responsibility statement
- Synthesize all course concepts into a personalized supervisory plan