

## Core Supervisory Certificate Curriculum

Enroll: <http://ucsfhr.ucsf.edu/training/quarterly/> or <http://training.ucsf.edu:591/home.html>

Competency		Required Courses	Course Start Dates	Available Electives/Job Aids (or select external provider)	Course Start Dates/ Contacts
<b>Analysis and Critical Thinking</b>	Problem-solving			<ul style="list-style-type: none"> <li>▪ Problem Solving, Critical Thinking &amp; Decision Making</li> </ul>	TBA
	Quantitative Analysis				
	Decision-Making			<ul style="list-style-type: none"> <li>▪ Problem Solving, Critical Thinking &amp; Decision Making</li> </ul>	TBA
	Planning/Organizing	<ul style="list-style-type: none"> <li>▪ Introduction to Managements (On-line)</li> </ul>	Anytime		
<b>Interpersonal Effectiveness</b>	Conflict Management			<ul style="list-style-type: none"> <li>• Dealing with Difficult Customers/ Clients</li> <li>• Conflict Resolution</li> <li>• Zero Tolerance for Violence in the Workplace</li> </ul>	TBA TBA TBA
	Delegation	<ul style="list-style-type: none"> <li>▪ Delegating for Success</li> </ul>	5/12		
	Diversity Awareness			<ul style="list-style-type: none"> <li>▪ Basic affirmative action and equal opportunity laws, regulations, and policies</li> <li>▪ Complaint prevention and conflict management</li> <li>▪ Developing and managing diversity</li> <li>▪ Developing departmental AA plans and programs</li> <li>▪ Cross-cultural communication</li> <li>▪ Business affirmative action strategies</li> <li>▪ Team building in a diverse environment</li> <li>▪ Creating an affirming environment</li> </ul>	Contact the AA/EEO/ Diversity Office (Sandra Avila: 476-0457)
<b>Communication</b>	Oral Communication			<ul style="list-style-type: none"> <li>• Toastmasters</li> </ul>	<a href="http://www.ucsf.edu/tmaster/">http://www.ucsf.edu/tmaster/</a> (On-going) 5/3
	Written Communication			<ul style="list-style-type: none"> <li>• Business Writing</li> </ul>	5/17; 6/7
	Active Listening			<ul style="list-style-type: none"> <li>• Business of Listening</li> <li>• Negotiation and Influence</li> <li>• Giving &amp; Receiving Feedback</li> </ul>	4/30; 5/18
	Giving Feedback	<ul style="list-style-type: none"> <li>▪ Coaching for Improved Performance</li> </ul>	5/27	<ul style="list-style-type: none"> <li>▪ Supervising Assertively</li> <li>▪ Managing Human Resources</li> </ul>	TBA <a href="http://cas.ucsf.edu/learningportal">http://cas.ucsf.edu/learningportal</a>
<b>Customer/Organization Awareness</b>	Political Acumen				
	Customer Service			<ul style="list-style-type: none"> <li>• Dealing with Difficult Customers/ Clients</li> </ul>	TBA
<b>Team Leadership</b>	Team Leadership			<ul style="list-style-type: none"> <li>▪ Building High Performing Teams</li> <li>▪ Managing High Performing teams</li> <li>▪ Management coaching/OD services</li> <li>▪ Outdoors Unlimited</li> </ul>	TBA TBA <a href="http://ucsfhr.ucsf.edu/training/info.html?x=195">http://ucsfhr.ucsf.edu/training/info.html?x=195</a>
<b>Human Resource Management</b>	Hires Effectively	<ul style="list-style-type: none"> <li>▪ Recruiting and Hiring</li> </ul>	4/20; 6/10		
	Manages Performance	<ul style="list-style-type: none"> <li>▪ Setting Performance Expectations</li> <li>▪ Coaching to Improve Performance</li> </ul>	4/28 5/27	<ul style="list-style-type: none"> <li>• Managing Substance Abuse in the Workplace</li> </ul>	TBA
	Coaches/develops staff	<ul style="list-style-type: none"> <li>▪ Coaching to Improve Performance</li> </ul>	5/27	<ul style="list-style-type: none"> <li>▪ Skill Clinic for Trainers</li> </ul>	5/3

Send comments to: Joseph dos Ramos, MFT, SPHR, [idosramos@hr.ucsf.edu](mailto:idosramos@hr.ucsf.edu); 476-4278

		<ul style="list-style-type: none"> <li>▪ Delegating for Success</li> </ul>	5/12		
	Reviews employee status records	<ul style="list-style-type: none"> <li>• OLPPS Inquiry Training (on-line)</li> </ul>	On-going	<ul style="list-style-type: none"> <li>• OLPPS Policy</li> <li>• OLPPS Policy e-Learning</li> <li>• OLPPS WebLinks Payroll/Personnel Reporting</li> </ul>	TBA On-going, on-line TBA
	Supervises within law and contracts	<ul style="list-style-type: none"> <li>▪ Supervising the Represented Employee</li> </ul>	TBA	<ul style="list-style-type: none"> <li>▪ Department of Transportation</li> <li>▪ Zero Tolerance for Violence in the Workplace</li> <li>▪ Sexual Harassment Prevention</li> <li>▪ Managing Substance Abuse in the Workplace</li> </ul>	TBA TBA  TBA TBA
<b>Financial, Purchasing, Reporting</b>	Generates and interprets financial reports			<ul style="list-style-type: none"> <li>• On-line Journals Training (On-line)</li> <li>• Fund Accounting &amp; General Ledger Basics</li> <li>• UCSF Recharge Basics</li> <li>• Principles of Business Contracts</li> <li>• Introduction to Contracts and Grants</li> <li>• Worker's Compensation Payroll Procedures &amp; Web Calculators</li> <li>• Materials Management Workshop</li> </ul>	On-line, on-going TBA  TBA TBA 5/11 TBA  On-line, on-going
<b>Self-Management</b>	Manages Time			<ul style="list-style-type: none"> <li>• Juggling Projects and Priorities</li> </ul>	4/22, 5/5, 6/8
	Manages Stress			<ul style="list-style-type: none"> <li>• Stress Management</li> </ul>	Contact Faculty, Staff Assistance Program (FSAP)
	Manages Career			<ul style="list-style-type: none"> <li>• Managing your Career at UCSF</li> <li>• Career Map (job aid)</li> </ul>	<a href="http://www.ucsf.edu/swe/careerTool.pdf">http://www.ucsf.edu/swe/careerTool.pdf</a>  <a href="http://ucsfhr.ucsf.edu/training/info.html?x=1111">http://ucsfhr.ucsf.edu/training/info.html?x=1111</a>

TBA: To be Announced

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