

The UCSF Supervisory Certificate Program

An internal program of professional development for UCSF supervisors

Benefits

1. Transition into supervision more smoothly
2. Get results with less stress
3. Supervise consistently
4. Create a more supportive and productive workplace
5. Increase your value to the University
6. Increase your career competitiveness
7. Increase your emotional intelligence
8. Demonstrate your commitment to excellence

University of California San Francisco

HR/Development & Training

University of California
San Francisco



UCSF Supervisory Certificate Program
University of California San Francisco
Human Resources/Development & Training

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An internal program of professional development for UCSF Supervisors

The UCSF Supervisory Certificate Program is a flexible, yet systematic program of learning to help UCSF supervisors develop core supervisory competencies. This program encourages developmental communication between the participant and his/her manager and promotes transfer of learning to the job. *Finish your certificate at your own pace.*

Objectives:

1. orient participants to the supervisor's role
2. equip participants to manage employee performance and productivity
3. equip participants to supervise in a union environment
4. facilitate enduring peer on-line learning, feedback, and support relationships.

The UCSF Supervisory Certificate Program is suitable for newly designated supervisors, and experienced supervisors, who wish to refresh their learning. Aspirants to supervision may participate subject to HEERA.

Courses are open to all qualified UCSF employees, regardless of participation in the UCSF Supervisory Certificate Program.

Certificate Structure

The participant engages the following activities:

1. Competency Assessment and Elective Selection *(Required)*:

•Participant and manager complete the "**Competency and Skills Assessment Scales**" for the participant. *Recommended:* Management Skills Assessment Program (MSAP)

•Based on identified needs, select electives (**Program Track Worksheet**) either in advance or as you go. (See "Electives")

2. Transfer of Learning Plan *(Required)*

For each class, record an on-the-job practice activity to apply new learning as soon as possible after learning it, e.g. if you plan to attend "Setting Performance Expectations", identify an employee with whom to set a performance expectation. After attending class, practice what you learned! Review what worked and what to do differently. (**Transfer of Learning Worksheet**).

3. Course Attendance *(Required)*

Participate in courses and electives. Enact your transfer of learning plan.

4. Coaching and Feedback *(Highly recommended)*

As able and available, meet with your manager to discuss progress and to share feedback and coaching.

5. Certification of Completion *(Required)*

Conclude your program by completing the post-assessment portion of the **Competency and Skills Assessment Scales** with your manager to review gain. The manager signs off on the "Program Tracking Worksheet" and submits it to Development & Training.

6. Certificate Award

Upon receipt of the completed "Program Tracking Worksheet", the **Supervisory Certificate** is awarded.

Curriculum

Required (Classes are a half day in length or self-paced on-line)

1. Introduction to Management (on-line) (Recommended first or concurrent course)
2. Recruiting & Hiring
3. Setting Performance Expectations
4. Coaching to Improve Employee Performance (Recommended prerequisite: Setting Performance Expectations)
5. Delegating for Performance and Accountability
6. Supervising According to Union Contracts and the PPSM
7. Supervising Within the Law, Contracts, and Policy
8. OLFS WebLinks
9. OLPPS Inquiry (on-line)

Electives

Choose electives equivalent to 12 additional contact hours to tailor the program to your performance need. You may select alternative learning modalities within the university or through an external Provider, e.g. take a distance learning course, become a mentoree in the ABOG Mentorship program, engage in a professional coaching relationship through Development & Training, research a job-related issue that increases your job knowledge or skill with a benefit to your department, etc.

Alternative learning modalities need to be consistent with these criteria:

1. The activity is related to the objectives of the certificate program
2. It develops a job related skill or competency
3. A transfer of learning activity is documented on the Transfer of Learning Worksheet with the manager's concurrence.
4. If you elect to attend an outside course, seminar, or conference, submit **evidence** of program completion to your manager.

Course Descriptions

Introduction to Management (On-line)

New supervisors are often unprepared to address the broader responsibilities, people issues, and legal/contractual obligations that are part of the manager's role. This course helps participants understand the work of management and offers concepts and tools, such as: the management functions, law, delegation, planning and problem-solving processes.

Recruiting & Hiring

Hiring is a costly process, and it is part of the performance management strategy. This course equips participants to hire new staff systematically and effectively, while ensuring legal and workplace safety compliance.

Setting Performance Expectations

Managing performance begins with setting performance expectations, and it culminates in appraising employee performance. This course equips participants with concepts and tools to identify and communicate employee performance expectations.

Coaching for Improved Performance

Managers are responsible for supporting employee performance. This course equips participants to address employee performance concerns and to facilitate improved performance. (Recommended prerequisite: Setting Performance Expectations)

Delegating for Success and Accountability

Effective managers know when and how to delegate effectively. Participants learn how to delegate work to enhance workplace productivity and to develop employees.

Supervising According to Union Contracts and the PPSM

UCSF supervisors and managers often supervise both represented and non-represented employees. This class emphasizes working effectively and legally within a union environment, and it will touch upon the Personnel Policies for Staff Members (PPSM).

Supervising Within Law, Contracts, and Policy

The UCSF workplace is a highly regulated environment. In this class, participants learn to work within the legal, contractual, and policy framework that regulates the workplace. This class emphasizes State and Federal laws and university policies, while reinforcing key union-related concepts covered previously.

OLPPS Inquiry (On-line)

Supervisors must often refer to employee records when making employee decisions. In this class, participants learn to navigate the On-line Payroll Personnel System (OLPPS) for information and to maintain OLPPS security. Upon successful completion, participants will be granted “read-only” certification.

OLFS WebLinks

Supervisors need to monitor the finances of their operations. In this class participants learn to use the On-line Financial System (OLFS) WebLinks to generate financial reports.

Well, are you ready to get started?

1. Sign-up for your first course:
<http://training.ucsf.edu:591/home.html>
2. Download all forms from:
<http://ucsfhr.ucsf.edu/training/managers/>
3. With your manager
 - Complete your competency self-assessment
Pending your manager’s availability, distribute it to 3 others who can assess your competencies or attend the Management Skills Assessment Program (MSAP)
 - Select your electives and transfer of learning activities for each course

For more information, contact

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