

# The Supervisory Certificate Program

## An internal program of professional development

### Goals and Objectives

The UCSF Supervisory Certificate Program is a flexible, performance skills based program of learning designed to provide UCSF supervisors and supervisor aspirants with an opportunity to develop supervisory competencies. The certificate enhances skill development in critical thinking, delegating, coaching, setting expectations, communications, organizational awareness, team leadership, human resources management and financial management. The program encourages developmental communications between participant and his/her manager to facilitate transfer of learning to the job.



The program objectives include:

- Provide orientation to the supervisor's role
- Provide supervisory/management skills to enhance performance and productivity
- Prepare supervisors to effectively manage in a represented environment
- Facilitate peer learning, feedback and support relationships

### Is this program right for you?

The UCSF Supervisory Certificate Program is suitable for newly designated supervisors and experienced supervisors who wish to enhance their supervisory

skills. Aspirants to supervision may also participate. Courses are open to all qualified UCSF employees regardless of participation in the UCSF Supervisory Certificate Program.

There are several benefits participants may enjoy as a result of participation in the program:

- Transition into supervision roles more smoothly
- Achieve results with less stress
- Supervise more consistently
- Create a more supportive and productive workplace
- Enhance your supervisory skills
- Enhance your career competitiveness

### Curriculum

*Required:* (Most classes are a half day or self-paced on-line)

- Introduction to Management (on-line)
- Recruiting and Hiring
- Setting Performance Expectations
- Coaching to Improve Employee Performance
- Conducting Performance Appraisals
- Delegating for Performance and Accountability
- Supervising According to Union Contracts and PPSM
- EEO Law & Sexual Harassment Prevention for Supervisors

*Electives:*

Choose electives equivalent to 12 additional contact hours to tailor the program to your performance needs. A wide range of learning activities are accepted including UCSF courses, relevant supervisory oriented conference attendance, distance learning courses, participation in the ABOG mentorship program, participation in Management Skills Assessment Program (MSAP), participation in the School of Medicine Leadership Development Program or conduct a research study examining knowledge or skills that benefit your department.

Electives must be consistent with the following criteria:

- The learning activity must be relevant to the objectives of the certificate program.
- They must develop job related skills
- Outside UCSF courses, conferences or seminars will require evidence of program completion submitted to your manager

## Investment

The HR Learning & Development Department (HRLD) charges \$55 per course. Please see our cancellation, drop, no show, alternate policies at <http://ucsfhr.ucsf.edu/index.php/training/article/course-registration-enrollment-policies-and-procedures/>.

Courses, conferences or other electives offered by other UCSF departments or external providers may have higher fees. These fees are borne by the participant and/or his/her department.

## Certificate Structure

The participant rates their supervisory skills and competency level using the Competency and Skill Assessment Scales form prior to commencing the program.



The required courses and electives are completed at a pace and timeframe that meets the needs of the participants. Upon completion of each course the participant is encouraged to apply the skills and knowledge on the job.



After completion of all courses, the participant completes the Post portion of the Competency and Skill Assessment Scales form. The candidate submits the following documentation to the HRDT department:

- Pre/Post Skills Assessment Scales
- UCSF Development and Training Course Transcript

Award of Certificate will require approximately 8 weeks upon verification of documentation submitted by candidate.

## Ready to Get Started?

1. For a detailed list of course descriptions, required forms and more program information: <http://ucsfhr.ucsf.edu/index.php/training/article/ucsf-supervisory-certificate-program/>
2. Sign-up for your required courses at: <http://training.ucsf.edu/>
3. Download and complete the Pre-Assessment portion of the Competency and Skills Assessment Scales form
4. Meet with your manager to discuss certificate course requirements.
5. Identify/select electives.
6. Contact: Don Diettinger, Phone: (415) 476-4841 email: [DDiettinger@hr.ucsf.edu](mailto:DDiettinger@hr.ucsf.edu).