

City Accreditation Program for Supervisors (CAPS)
Sponsored by the Learning & Development Center

Every Thursday

Thursday, April 7, 2016

Session 1: How the City Operates (3)

This session will provide supervisors with an understanding of how city government is organized and how it functions; and an assessment for supervisors to better understand their preferences, attitudes, and behaviors in key dimensions of management and leadership.

Safety/Workers' Compensation (4)

Develop and implement a human elements and safety process that is employee driven; and clarification on program funding, statutory benefits, and workability guidelines.

Thursday, April 14, 2016

Session 2: City Discipline Process (7)

This session will provide supervisors with the necessary tools to effectively deal with employee problems, correct performance, and document employee behaviors; learn how to report information to OIG on any incident of criminal misconduct by any employee of the City; learn how to properly document performance and disciplinary matters and gain understanding of the civil service and grievance processes.

- Documentation (2)
- OIG (Office of Inspector General) (1)
- HEAR (2)
- Civil Service/Grievances (2)

Thursday, April 21, 2016

Session 3: HR Policy Overview – Part I

This session will provide the essentials of key human resources functions; assist supervisors in understanding the City's Employee Benefits Program, and gain knowledge on City time and attendance issues.

- EEO Laws (2)
- Compensation/Classification (2)
- Time and /Attendance (Kronos) (2)
- Review (1)

Thursday, April 28, 2016

Session 4: Ethics (7)

This session will provide supervisors with the knowledge on how to establish a framework for ethical behavior; learn concepts for confidentiality.

Thursday, May 5, 2016

Session 5: Resource Management (7)

This session will provide supervisors with information on the art of allocating human resources, maximizing the utilization of available personnel resources to achieve organizational goals; an overview of the budget process; and examine the essential elements of managing records.

- Budget (2)
- Purchasing (2)
- Records Management (1)
- Interview/Hiring (2)

Thursday, May 19, 2016

Session 6: HR Policy Overview – Part II (7)

This interactive and case study session combines a comprehensive overview of Employee Rights and Obligations, Employee Assistance Program, American with Disabilities Act, and the Family Medical Leave Act.

- ADA (2)
- EAP (1)
- FMLA (2)
- Employee Rights (2)

Thursday, May 26, 2016

Session 7: Time Management (7)

This session addresses time-saving tactics to optimize work performance and increase the organization's bottom line. The course provides time-preservation strategies to help you identify your most important tasks, deal with out-of-control meetings, avoid procrastination, deal effectively with interruptions, de-clutter your workspace, and effectively delegate.

Thursday, June 2, 2016

Session 8: Leadership (3)

This session will provide supervisors with leadership fundamentals. It broadly examines the roles of leadership, management in our organizations, and the skills required to be an effective leader-manager.

Emotional Intelligence (4)

This is an assessment for supervisors to better understand their preferences, attitudes, and behaviors in key dimensions of management and leadership.

Thursday, June 9, 2016

Session 9: Leadership Communication (7)

This session will provide supervisors with the communication capabilities needed to lead organizations effectively. It focuses on managerial communication skills and concepts of emotional intelligence to enhance leadership performance.

Thursday, June 16, 2016

Session 10: Coaching (7)

This session will help supervisors identify ways to use coaching to encourage and support employees; learn how to effectively provide feedback to increase job satisfaction and productivity.

Thursday, June 23, 2016

Session 11: Social Awareness/Workplace Civility (7)

This session will provide supervisors with practical techniques to create and maintain a positive workplace climate that embraces diversity and welcomes the contributions of all employees.

Thursday, June 30, 2016

Session 12: Conflict Resolution (7)

This session will provide supervisors with the necessary tools and skills for choosing the appropriate courses of action for resolving conflict in the workplace.

Thursday, July 7, 2016

Session 13: Building a High Performance Team (7)

This session will provide supervisors with the knowledge and tools to develop and maintain a cohesive high performance team. It examines models of team development, team roles, types of teams, and stages of team development.

Thursday, July 14, 2016

Session 14: Delegation (7)

This session will provide supervisors with the necessary tools and skills to know what, when, why, and how to delegate effectively.

Thursday, July 21, 2016

Session 15: Project Management (7)

This session will provide supervisors with basic information on how to manage a project with emphasis on the definition and planning phases and to provide the opportunity to practice critical steps in the project management process.

Thursday, July 28, 2016

Session 16: Continuous Quality Improvement (Six Sigma) (4)

This session will provide supervisors with the tools and techniques to improve business systems so that results will be at a higher level of quality and corresponding effectiveness.

Thursday, Aug. 4, 2016

Session 17: Problem Solving/Decision Making (7)

This session will provide supervisors with the knowledge and skills for solving compelling problems at work; ensuring decisions are aligned with the organization's objectives; and improve individual and team creativity in problem solving.

Thursday, Aug. 11, 2016

Session 18: Team Presentation/Graduation (7)