

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

**Every Thursday – Track 4**

**Thursday, September 15, 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, September 22, 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, September 29, 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, October 6, 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, October 13, 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, October 20, 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, October 27, 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, November 3, 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, November 10, 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, November 17, 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, December 1, 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, December 8, 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, December 15, 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, January 5, 2017**

**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, January 12, 2017**

**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, January 19, 2017**

**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, January 26, 2017**

**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, February 2, 2017**

**Session 18: Team Presentation/Graduation (7)**