



CITY ACCREDITATION PROGRAM FOR SUPERVISORS (CAPS)

2015-2016

CAPS is our middle management multi-track program consisting of eighteen sessions designed to assist supervisor competencies in managing various circumstances regarding employee workday considerations and performances.

One of the key functions of supervision is to develop a group culture that supports organizational values in the pursuit of work objectives.

COURSE NAME:	City Accreditation Program for Supervisors (CAPS)	
PURPOSE:	To equip managers and supervisors with the information, tools, techniques, and behavioral skills which can help them maximize resources on a continuing basis with people, projects, and assignments.	
LEARNING OUTCOMES:	<p>Upon completion of this course, participants will be able:</p> <ul style="list-style-type: none"> • To supervise with greater confidence and success • To improve the results achieved through the people supervised • To apply more effectively the Mayor's policies, executive orders, and administrative procedures 	
CONTENT:	<p>The CAPS course is a mixture of classes on city policies and leadership or management behaviors or tasks.</p> <ul style="list-style-type: none"> • How the City Operates/Worker's Compensation/Safety • Building A High Performing Team • Leadership Assessment & Feedback • Project Management • Leadership • Conflict Resolution • Ethics; Safety and Workers Compensation Programs • Coaching, Counseling, and Providing Feedback • Creating a Positive Workplace • City Discipline Process • Problem Solving and Decision Making • Resource Management • Organization Time Management • HR Policy Overview I - (EEO Laws, Compensation/ Classification, Time and Attendance, Promotion/Merits) • HR Policy Overview II - (Employee Rights and Obligations, EAP/ADA/FMLA) 	
METHODS:	Presentations, lectures, facilitated instruction, self-assessments, general testing, case studies, role-playing, discussion of problem situations, and asking questions of subject matter experts. All materials are newly updated and formatted	
DURATION:	126 hours / 18 sessions. Depending on the track, the class will meet monthly weekly or twice weekly.	
AUDIENCE:	City of Houston supervisors. Future supervisors may enroll with director approval.	
PREREQUISITES:	None	
CREDIT:	12.6 CEU Credits	

CAPS Sessions

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

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)
- Positive Discipline Program (2)
- Civil Service/Grievances (2)

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 (2)
 - Review (1)
- (7)

Session 4: Ethics

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

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)
- Records Management (2)

- Interview/Hiring (3)

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)

Session 7: Creating Effective Work Plans (Planning, Organizing, & Scheduling) (7)

This session will provide supervisors the necessary tools and skills needed to create, measure, and implement an effective work plan for achieving organizational goals; How to handle paperwork; and prioritizing to make decisions on day-to-day situations.

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.

EI (Emotional Intelligence) Assessment (4)

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

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.

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.

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.

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.

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.

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.

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.

Session 16: Continuous Quality Improvement

(7)

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.

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.

Session 18: Review/Assessment

(7)

This is an assessment to determine mastery of concepts from the program.

Graduation Friday, June 24, 2016

<http://goo.gl/forms/Dh1YRQgvCi>