|  |
| --- |
| **Expectations of a CDOT Supervisor** |
| **Course Title**  | Expectations of a CDOT Supervisor |
| **Course Description** | This course is designed to teach participants about the roles and responsibilities of being a supervisor at CDOT.  |
| **Target Audience** (Total #) | *CDOT Supervisors (350)* |
| **Process** | *Management and Supervision* |
| **Sections** | * *Learning Logistics*
* *Section 1 - Course Overview*
* *Section 2 – Role of the Supervisor*
* *Section 3 – The Supervisor as an Advocate*
* *Section 4 – PMP Behaviors*
* *Section 5 – Communication*
* *Section 6 – Moving from a Peer to a Supervisor*
* *Conclusion*
 |
| **Course Duration (Est.)** | *3 Hours* |
| **Delivery Method(s)** | *eLearning* |
| **Prerequisites** | * *None*
 |
| **SME(s)** | *Morgan Murphy* |
| **Training Developer(s)** | *Jason Prince* |
| **Training Evaluator** | *Morgan Murphy* |
| **Instructor(s)** | N/A |
| **Frequency** | *Once, and then as required*  |
| **Course Content Reviewer(s) and Approver** | *Morgan Murphy and others as required* |
| **Location** | *eLearning* |
| **List of Training Materials Required to Support Course Delivery** | * See individual course sections
 |

|  |
| --- |
|  **Course Purpose**  |
| This course is designed to provide participants with a basic introduction to supervision at CDOT.  |
| **Course Objectives**  |
| Upon completing this course, participants should be able to:* *Explain how supervision is vital to CDOT being able to achieve its goals and objectives*
* *Describe the roles and responsibilities of the Supervisor*
* *Explain the role of the supervisor as an advocate of CDOT and their employees*
* *Identify and explain the components of the supervision competency on CDOT’s performance appraisal form*
* *Describe when to communicate information to employees and the channels available to do so*
* *Identify the actions you can take to transition from the role of the employee to that of the supervisor*
 |

|  |  |
| --- | --- |
| **Section: Learning Logistics** | **Time:** 10 minutes |
| **Section Objectives:** | Upon completing this section, participants should be able to:* *Introduce the course*
* *Introduce the course agenda*
* *Describe how to navigate the course*
* *Introduce the Course design (skipping sections)*
 |
| **Business Process** | * N/A
 |
| **Terms and Concepts** | * *None*
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| *Printable Course Guide (Presentation in Notes View)*  |  |  | X |  |  |

|  |  |
| --- | --- |
| **Section 1: Course Overview** | **Time:** 20 minutes |
| **Section Objectives** | Upon completing this section, participants should be able to:* *Identify the course learning objectives*
* *Identify the role of the supervisor as a representative of CDOT*
* *Explain how effective supervision is vital to CDOT being able to achieve its goals*
* *Explain the course design (option section for peer to supervisor for section seven of the course)*
 |
| **Business Process** | * *Supervision*
 |
| **Terms and Concepts** |  |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| Key Terms and Concepts |  |  | X |  |  |

|  |  |
| --- | --- |
| **Section 02: Role of the Supervisor** | **Time:** 30 minutes |
| **Section Objectives** | Upon completing this section, participants should be able to:* Identify how time is spent as a supervisor
* Identify the two jobs of a supervisor (supervision and product or service)
* Identify the three roles of the supervisor (Advocate for CDOT, Advocate for Employees, and Mentor and Coach Employees)
* Explain the responsibilities of the supervisor
* Explain tips and tricks for managing supervisorial duties
 |
| **Terms and Concepts** | * **Supervisor** – An individual who is responsible for providing instructions and direction to employees and is held accountable for the completion of the teams tasks
* **Supervision** – The process of directing the work of a team towards the accomplishment of the goals of the of the organization
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| *Role in the Organization Chart* |  |  | X |  |  |

|  |  |
| --- | --- |
| **Section 03: Role of the Supervisor** | **Time:** 30 minutes |
| **Section Objectives** | Upon completing this section, participants should be able to:* Identify when to communicate the mission, vision, values and peaks to employees
* Describe how to make your team accountable for living the values of CDOT by connecting their work to the mission, vision and values
* Explain how to communicate information about CDOT to employees (new initiatives, updates to existing and other communication about CDOT activities)
* Express how to communicate changes to policies and procedures to employees
* Explain the supervisor’s role as an advocate of employees (e.g., listen to concerns and address as able, recognize for good work, develop skills and abilities, encourage new ideas and innovation)
 |
| **Business Process** | * Supervision
 |
| **Terms and Concepts** | * **Advocate** – One of the roles of the supervisor; in this case to support the policy and procedures to CDOT.
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| *Three peaks poster*  |  |  | X |  |  |
| *CDOT Mission Vision and Values* |  |  | X |  |  |

|  |  |
| --- | --- |
| **Section 04: Performance Management Behaviors** | **Time:** 30 Minutes |
| **Section Objectives** | Upon completing this section, participants should be able to:* Identify/Explain the components of the Supervision competency on CDOT’s performance appraisal form
* Model accountability for behaviors
* Develop and encourages employees’ ability to perform job tasks and interactions through feedback and coaching.
* Communicate with employees in an open respectful way to provide frequent and ongoing communications.
* Resolve personnel issues, conflicts or work related problems appropriately; keeps supervisor informed.
* Complete administrative paperwork accurately and timely.
* Conduct timely and effective employee performance planning meetings with supporting records, forms and documents.
* Sets and adjusts performance expectations, assignments, priorities and distribution of work to inspire a shared vision and direction.
* Acknowledge and recognize the positive work efforts and accomplishments of the team.
* Collaborate with peers to discuss and resolve mutual supervisory issues.
* Use CDOT values to make ethical decision when faced with conflicting choices
 |
| **Business Process** | * Performance Management
 |
| **Terms and Concepts** | * **Performance Evaluation** – The process by which individual employee performance is assessed and evaluated
* **Employee Development** – The process by which the employee is coached to develop new skills
* ***Performance Expectations*** – One or more short-term objectives related to the specific job related skills of an employee or to a similar skill set the employee is looking to acquire
* ***Competencies*** – Job related skills or abilities that are used by an employee to successfully perform the duties of their position
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
|  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Section 05: Communication** | **Time:** 30 Minutes |
| **Section Objectives** | Upon completing this section, participants should be able to:* Explain how to conduct a one-on-one meeting with an employee and the importance of the meeting (get to know the employee, share concerns, report on progress, track goals, recognize issues, give feedback)
* Explain how to conduct a team meeting with multiple employees
* Identify what the consequences are of not communicating to employees
* Describe how and when to share information with employees (Let employee know as soon as you can, Avoid rumors, provide feedback, share what you can)
* Identify the common communication channels within CDOT (The LOOP, on-air chats, The Watercooler, In Motion Magazine, Connect webpage. Etc.)
* Explain what should be communicated upward to your supervisor and downward to your team
 |
| **Business Process** | *None* |
| **Terms and Concepts** | * ***Ongoing Communication***– The process where there is continuous and ongoing communication between the employee and their supervisor throughout the performance plan year
* ***Performance Communication***– Communication between the employee and the supervisor about performance goals, competencies and other expectations about work performance
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| * One-on-one meeting checklist
 |  |  |  | X |  |
| * Team meeting checklist
 | X |  |  |  |  |
| * Agenda temple
 | X |  |  |  |  |

|  |  |
| --- | --- |
| **Section 06: Moving from a Peer to a Supervisor** | **Time:** 15 Minutes |
| **Section Objectives** | Upon completing this section, participants should be able to:* Understand the forming, storming, norming and performing stages of new leadership
* Describe how to talk to your employees about your transition to a supervisor or manager
* Identify which actions you should stop and/or adopt as a new supervisor
* Explain what to discuss with new employees about your new role
* Identify how some of your previous relationships may change as a result of you promotion
* Describe how to deal with disgruntled employees who did not get your promotion
 |
| **Business Process** | *None* |
| **Terms and Concepts** | *None* |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| *None*  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Section 07: Conclusion**  | **Time:** 10 Minutes |
| **Section Objectives** | Upon completing this section, participants should be able to:* Summarize what you have learned
* Describe the help resources available to you (people and resources)
* Practice what you have learned by passing the course assessment
 |
| **Business Process** | *None* |
| **Terms and Concepts** | *None* |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| *None*  |  |  |  |  |  |