Introduction to Supervision

This is the first course in the Supervisory Development series. This one (1) day course is designed for the new supervisor or for anyone who may have a desire to become a supervisor in the future. The course objectives include:

1. Definition of a supervisor- why do you want to become a supervisor?
2. Learn the importance of:
   - Knowledge of the job
   - Department policies
   - Authority
   - Interpersonal relationships
   - Confidentiality
   - Setting an example
   - Taking action
   - Record keeping
   - Review & discuss the Employee Handbook
   - Review & discuss Supervisor’s Handbook

Course Length 1 Session 9:00 a.m. – 3:00 p.m. No Fee

Supervisory Development I*

This is the second in the Supervisory Development series. This course is designed for current supervisors with direct supervisory work experience and responsibilities. Training is focused on developing skills and knowledge essential for high performance supervisors. It will also provide the background for advanced supervisory and management training. Topics include DOT organization and management, the agency mission. Discussion on supervisory and management styles, application of policy and procedures, authority and delegation, quality improvement, problem solving, maximizing staff and teamwork, leadership, motivation, affirmative action, human resources, communication, performance appraisal and labor relations.

*Prerequisite Requirement: Introduction to Supervision

Course Length 6 Sessions 9:00 a.m. - 3:00 p.m. No Fee
**Labor Relations for DOT Supervisors & Managers**

This one-day workshop on Labor Relations for DOT Supervisors. Topics include Counseling, Progressive Discipline, Issuing Less-than-Good Service Ratings, Corrective Action, Fact-Finding Hearings and Grievances.

Course Length: 1 Session 9:00 a.m. - 3:00 p.m.  No Fee

**Instructor Development**

This course is intended for those who have been given the role of instructing others in a classroom type of setting (whether in the field or in a more traditional setting). The focus of the course is on the role of the instructor, lesson plan development, instructional technique, adult learning theory, setting course goals and objectives, presentation skills and classroom management. Every participant will be expected to make a series of presentations on a wide variety of subjects, each of which will build on specific skills learned in the class.

Course Length: 3 Sessions  No Fee

Session 1 – 9:00 a.m. – 3:00 p.m.  Session 2 & 3 – 9:00 a.m. – 12:00 p.m.

**Presentation Skills Workshop**

The Presentation Skills Workshop is designed to assist employees in identifying those skills that need further development to become effective presenters.

There will be discussions on the communication cycle, its barriers, stage fright, speech styles, and techniques, and the proper use of visual aids.

Attendees will be expected to give different speeches applying the various techniques taught in class.

*Prerequisite Requirement:* This course is for individuals who give speeches, presentations, and lead meetings for the Agency and the public.

Course Length: 3 Sessions  No Fee

Session 1 – 9:00 a.m. – 3:00 p.m.  Session 2 & 3 – 9:00 a.m. to 12:00 p.m.
## Career Development Workshop

The Career Development Workshop is designed to assist all employees in a self-assessment and identification of their strong skills and those skills that need further development.

It provides information on the state promotional system, covers tips on preparing resumes and state job/exam applications, and advises on creating a career and educational plan. Content of the program is basic and general enough to present to all levels in the Agency.

Participants should be aware that the class will be composed of a variety of individuals from many areas of the Department with different backgrounds and needs. The class program may not be specific enough to meet individual needs but will establish a framework for the employee to move towards challenging/satisfying work in their current position or a new one.

Course Length: 2 Sessions 9:00 a.m. to 3:00 p.m. No Fee

## Safety Awareness

This course is designed to be an introduction to ConnOSHA & ConnDOT Safety Regulations and policies. In addition, the regulations covering Personal Protective Equipment, Hazard Communication, Bloodborne Pathogens, Respirators, Fall Protection, Lockout Tag-Out, Confined Space, Emergency Actions and CDL Drug & Alcohol post-accident testing will be addressed.

**Prerequisite requirement:** You must currently have job duties that require you to go out in the field.

Course Length 1 Session 3 Hours No Fee
Creative Problem Solving

This course offers tools for identifying the root cause of a problem, as well as how to run a critical solution analysis to determine the most advantageous solution to problems at work and at home. We’ll use group activities to hone our new skills and demonstrate practical examples of team problem solving.

This course will focus on developing your critical/creative thinking skills, both necessary tools for generating solutions. We will look at the 6-step problem solving process using a two-phase model.

Don’t let problems interfere with your success; learn how to deal with them!

Course Length 1 Session 9:00 a.m. – 3:00 p.m. No Fee

Effective Time Management

Have you ever felt like there are not enough hours in the day? Does it seem like it is impossible to complete all your assignments? Is the work piling up on your desk? Do not worry we have all felt that way at sometime in our life and we are here to help. The Office of Training and Staff development will be offering a half day course to help you master the art of “Time Management”. The topics covered in the course will be.

- Developing a master and daily “to do” list
- Prioritizing work assignments
- Meeting deadlines
- A.B.C and S.M.A.R.T methods for prioritizing your day
- Dealing with “Time Robbers”( i.e. email, phone calls and fellow employees)
- Using technology to plan your day
- Spending your most productive time on your top priority
- And much more

Course Length 1 Session 9:00 a.m. – 12:00 p.m. No Fee
Effective Meeting Management

If you lead meetings, committees, sub-committees or even a project team you should consider signing up for this program. You know what bad meetings look like - make sure no one walks away from your meetings saying their time was wasted and nothing was accomplished. Learn how to structure your meetings, how to set clear objectives and goals, how to create an effective agenda, how to include the “right” people at the “right” time. Identify techniques to keep everyone on track and focused. You will learn what a good meeting looks like, and how to achieve success at your own meetings. The course will cover self assessment, stages of group development, non-verbal communications and how they affect your meeting, tools for analyzing data and information, and how to effectively handle difficult situations or group members.

This course requires active participation.

Learn how to make your meetings more productive.

Course Length 1 session 9:00 a.m. – 12:00 p.m. No Fee

Facilitation Skills Workshop

Meetings take up a lot of time and energy. Are you and your team getting the most from your meetings? Learn how to facilitate meetings so that they are productive, have structure and a clear purpose. You will learn what a good meeting looks like and how meetings can be successful every time. This course will cover group dynamics, effective communication skills, the role of the facilitator, tools for facilitating, and how to get past roadblocks and difficult situations.

This course requires active participation.

Course Length 2 Sessions 9:00 a.m. – 3:00 p.m. No Fee
IDP Training

All supervisors who are responsible for annual service ratings should take this course to learn about the Department’s Individual Development Plan policy. This training outlines the reason why we offer IDP’s, who should be offered IDP’s, how to do an IDP, and what to do with the IDP’s once they have been offered. We will give supervisors guidance in identifying development opportunities for employees in their current position, identifying areas of growth in their job series, and information on how to help develop employees for promotional opportunities. This course is only open to current supervisors who are responsible for service ratings and/or performance evaluations.

No Fee

Effective Workplace Communications

Being able to effectively communicate in the workplace is essential to career success. This class will examine various aspects of communicating with co-workers, supervisors, subordinates, vendors, consultants, and any other customers you would encounter in your day-to-day work life.

Session topics will include:

- Defining your customers (both internal and external)
- Being courteous in the workplace
- Decreasing workplace tension
- Getting everyone on the same page
- Adapting to change
- Hot topics and how we should approach them
- How to work well together when we have different communication styles
- Being an active listener
- Saying you are sorry and rehabilitating your reputation

Course Length 1 Session 9:00 a.m. – 12:00 p.m. No Fee
Stress Management Workshop

This Workshop will address the causes and symptoms of stress, and most importantly, to recognize conflict and manage it; identify and understand workplace stress; apply tools to reduce workplace stress; gain insight on regaining balance in personal as well as professional life; learn new strategies for managing stress, and create a personal action plan for stress relief.

Course Length 1 Session 2 Hours No Fee