COURSE SYLLABUS

Introduction to Supervision Course

Build foundational supervisory skills aligned with OPM's Federal Supervisory Training Framework, focusing on leadership, communication, and conflict management.

Group classes (Washington, DC) and onsite training are available for this course.
For more information, email onsite@graduateschool.edu or visit:
https://www.graduateschool.edu/courses/introduction-to-supervision



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Course Outline

Module 1: Introduction to the Course

- Link course topics to OPM's Federal Supervisory Training Framework
- Identify current supervisory skills and areas for growth
- Describe the Primary Responsibility Statement for guiding decisions

Module 2: Transitioning Into Supervision

- Understand the primary roles of a supervisor
- Learn about sources of power and how employees respond to power
- Explore the Supervisor's three accountabilities and the Accountability Triangle

Module 3: Building Quality Relationships Through Effective Communication

- Examine the link between balancing accountabilities and communication
- Learn strategies for communicating effectively with virtual teams
- Understand the different types of listening skills and their application

Module 4: Inspiring a Motivated and Committed Workforce

- Analyze motivational theories such as Maslow's Hierarchy of Needs and Herzberg's Hygiene-Motivator Theory
- Understand the relationship between motivation and performance
- Identify employee needs through observation and conversation

Module 5: Managing and Resolving Conflict

- Understand the value of conflict and methods for conflict resolution
- Learn five styles for handling conflict and the importance of flexibility

Module 6: A Model for Performance Excellence

- Examine the performance management system and its components: planning, monitoring, developing, rating, and rewarding
- Learn about giving feedback using the Situation-Behavior-Impact model
- Understand the importance of delegating tasks for skill development

Module 7: Analyzing and Addressing Performance Problems

- Differentiate between performance and conduct issues
- Follow a structured approach to analyzing and addressing performance problems

Module 8: The Supervisory Challenge

- Reflect on your supervisory journey and personal responsibility statement
- Synthesize all course concepts into a personalized supervisory plan