

Montclair State University  
 Division of University Facilities  
 Supervisors Training and Development  
 Proposed Curriculum

Date	Location	Topic	Description
September 25, 2008	SC419	Competencies and Strategic Planning	An in-depth review of the 10 competencies including clarity of expectations with a particular emphasis on systems, training, and support needed to excel in each of the competencies. We will also tie the competencies to the overall vision and mission of University Facilities.
October 23, 2008	SC419	Supervisor Roles and Responsibilities	While some discussion of roles and responsibilities will take place an important emphasis of this topic will be on understanding and managing within the university policies and procedures and the union contract requirements.
November 20, 2008	SC419	Communications	Focus on communications including listening, questioning, styles and impacts. Some portion of this session needs to be devoted to a discussion of the "systems" issues with regards to effective communications – i.e. information sharing, timing, flows etc.
December 18, 2008	SC419	Effective Performance Appraisals	How to write effective performance appraisals including goal setting, feedback and development planning. Suggested at this time in preparation for the mid-year review which is due at the end of Jan. 2009.
January 22, 2009	SC419	Customer Service	Basic customer service skills combined with a discussion around the processes, systems and measurements needed to assure, track and manage service. Included should be some discussion/ understanding of Service Level Agreements.
February 26, 2009	SC419	Group Effectiveness	9 rules for effective groups and tools and tips for ensuring they are in place
March 26, 2009	TBA	Change and Transition Management	Modeled after the work of William Bridges. Target is to help understand change and how to help people through it.
April 23, 2009	SC419	Decision Making and Problem Solving	Focus will be on models for effective decision making and tools to help identify and resolve "root" issues
May 28, 2009	SC419	Effective Meeting Management	Tools for running an effective meeting, including methods for ensuring participation
June 25, 2009	TBA	To Be Determined based on identified needs to date	This last session for the school year will be developed based on the input of the participants during the course of the year. This allows the freedom to focus on particular needs and concerns of the group. Part of this could also focus on brainstorming the curriculum for year 2.