

Supervisor's ToolKit

October 15 – 18, 2016

APPA's Supervisor's ToolKit explores the "Nuts and Bolts of Facilities Supervision" and is designed and developed for the purpose of training and developing supervisors and managers in the Facilities environment at member institutions. This unique program is a minimum 32 hour, seven module set developed for groups of 25-40 people tailored specifically toward the education facilities professional and taught by Master and qualified trainers.

ToolKit sessions will run Saturday through Tuesday (October 15-18) during ERAPPA 2016. Participants are provided and official Toolkit Participant Guide and additional handouts from which they work during the training and take back for reference, key elements covered include:

Module 1: Supervision, What Is It? Learn to define effective facilities supervision; identify the roles and responsibilities of supervisors; and understand four key functions of supervision.

Module 2: It's More Than "Adminis-trivia."

Learn to understand the supervisor's role in administering organizational policy and procedures; recognize the legal considerations in the facilities environment; and gain an awareness of resource management.

Module 3: Communication, Let's Talk!

Identify barriers to effective communication; demonstrate communication skills; and understand your role in the communication process.

Module 4: If It Weren't for the People.

Understand the importance of developing and maintaining effective relationships with others in the workplace; examine the different types of relationships that exist in the workplace; and identify strategies and skills for improving relationships with others.

Module 5: Motivation and Performance.

Identify methods of training and developing employees; ascertain methods of positive reinforcement; and understand the importance of performance management and evaluation.

Module 6: Customer Service Triangle.

Learn to create a basic understanding of the three major aspects of customer service process, experience, and recovery; examine the role of the supervisor in customer service; and help participants identify areas for improvement in service delivery in their organizations.

Module 7: Leadership-Tools for success.

Master techniques to understand critical elements of leadership; transition from managing, to managing and leading; and understand your own preferred leadership style.

The ToolKit will be held at the Niagara Falls Marriott on the Falls from Saturday Oct. 15th through Tuesday Oct. 18th. Attendees will have access to the ERAPPA 2016 conference schedule of events at the

Scotiabank Convention Centre (SCC) and are invited to attend/register for all events taking place around their class schedule.

Facilitators, Michelle Frederick - American University - and Carol Trexler - Rutgers University - are two of the original creators of the Supervisor's Toolkit program. Both Michelle and Carol serve as Master Trainers of the program, with Michelle serving as Dean of Toolkit on APPA's Professional Development Committee. Together, Michelle and Carol, have 50 plus years' experience in staff development in higher education facilities departments.

SUPERVISOR'S TOOLKIT SCHEDULE		
Saturday, October 15 8:30am – 4:00pm	ToolKit Session	Marriott on the Falls, Level 3, Niagara Room
Sunday, October 16 8:30am – 4:00pm	ToolKit Session	Marriott on the Falls, Level 3, Niagara Room
Monday, October 17 10:00am – 4:30pm	ToolKit Session	Marriott on the Falls, Level 3, Niagara Room
Tuesday, October 18 9:45am – 4:30pm	ToolKit Session	Marriott on the Falls, Level 3, Niagara Room
Please refer to the Schedule at a Glance or Guidebook for the full conference schedule		