

WCIA Supervisory Skills Credentialed Program - a mid-year review

By Maria Orozco

Many employment losses can be avoided and mitigated by having effective and knowledgeable supervisors. WCIA recognizes this and in the fall of 2016, WCIA launched the WCIA Supervisory Skills Credentialed Program. This four-part training program is designed to provide new supervisors with essential leadership and communication skills to be effective in their new roles. In addition, supervisors gain knowledge and awareness of the various laws regulating personnel matters to help them make informed decisions and ensure they follow proper channels within their organization to mitigate legal exposures.

Since the launch of the program in the fall of 2016, over 60 participants have been credentialed. WCIA Member Services recently surveyed the participants for feedback about the program. Below are some highlights:

What did you enjoy most about the program?

- The speaker, Connie Poulsen, was excellent
- Discussion on legal issues
- I appreciate having a "toolkit" of sorts, with basic information all in one place
- I enjoyed the knowledge of the speakers and real life experiences
- The information provided was easy to follow and put to use
- I enjoyed the range of topics that were covered

Describe a tool(s) or concept(s) that you learned during the program that you have found most useful and effective in your role as supervisor?

- Everything during the employment law portion was very useful
- I have recently been promoted to a supervisory position so I found the transitioning techniques to be most helpful while dealing with my new employees
- I refer to the training handouts all the time
- How to inspire and motivate people
- Team building and transitioning from co-worker to supervisor
- Types of leadership styles and how to adjust my own according to employees personality and or generation
- The information about effective evaluations and documentation was very informative
- The confidence to handle daily situations with tools from class and the benefits to handling issues as they come up

Describe training topic(s) that you would like to see in the future that will be useful to new supervisors?

- More employment law trainings, particularly with regard to union employees
- Performance reviews - do's and don't's
- More training on motivating employees
- Selection process of applicants

There are still some opportunities to attend the WCIA Supervisory Skills Credentialed Program trainings in 2017; however sessions are filling up quickly. Please check our website, wciapool.org for currently scheduled sessions and registration. We plan to offer regional sessions of the series in 2018 and will announce the 2018 dates and locations in the coming months.

We value your support of the WCIA Supervisory Skills Credentialed Program and encourage you to continue to spread the message about the program within your entity. Thank you for allowing the program to be a success!