The Supervisory Skills Certificate Program provides an introduction to the skills and information necessary to being an effective supervisor within the Perelman SOM. Instructors for the program represent a variety of offices across the Perelman School of Medicine and University, including the Office of General Counsel, the Office of International Programs, the Office of Affirmative Action and Equal Opportunity Programs, Perelman SOM Human Resources, and the Office of Organization Effectiveness.

**The program is open to PSOM staff and faculty.** UPHS employees who supervise University staff may also be eligible to attend. The program is best suited to current supervisors in the following categories:

- New or first-time supervisors
- Experienced supervisors who are new to Penn
- Experienced supervisors who would like to update their skills

In this program, you will:

- Learn the steps and skills for fostering open dialogue for high-stakes, emotional or risky topics
- Identify your personality style and learn how different styles influence interpersonal interactions
- Gain an in-depth understanding of Penn policies as well as local, state and federal regulations related to employment at Penn
- Learn how to create and conduct competency-based, behavioral interviews for hiring
- Implement performance management practices that promote staff engagement and effectiveness
- Meet and network with a diverse group of PSOM supervisors

How do I enroll in SSC?

Registration requests for the spring 2017 Supervisory Skills Certificate Program is first-come first-served.

***Please NOTE: First class begins January 12, 2017***

To enroll:

1. Visit this [link](#) and self-assign the curriculum
2. Enroll in all of the available courses
   
   OR

3. Visit [http://knowledgelink.upenn.edu/](http://knowledgelink.upenn.edu/) and log in to your home page
4. In the search box, search for “Supervisory Skills Certificate” to locate the curriculum
5. Self-Assign the curriculum
6. Enroll in the available courses (see the second page for course dates and descriptions)
Interpersonal Dynamics: We are all different. The Myers-Briggs Type Indicator® (MBTI®) classifies different ways that people relate to one another and provides powerful insights into our own communication styles and the communication styles of others. Understanding your style and how it compares to someone else's can lead to better communication, more productivity, increased employee satisfaction and ultimately better results.

Crucial Conversations: Crucial Conversations is a two-day course that teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional or risky topics—at all levels. By learning how to speak and be heard (and encouraging others to do the same), you’ll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

NOTE: Participants must attend both days

HR Policies Overview for Supervisors: What does the policy say? Topics to be discussed include: Recruitment/hiring, conflict of interest, compensation, reclassification, staff introductory period, progressive discipline/termination. NOTE: Participants must complete a 15-minute FLSA online module to participate in this course.

Interviewing & Selection: Do you interview or hire staff? This session will help you learn to design effective interviews, avoid illegal questions during an interview, and select the best candidate.

Performance Management: Effective supervision depends on building effective relationships with employees, setting performance expectations, providing feedback and taking corrective action, coaching and counseling, conducting effective performance appraisals, dealing with an employee who is not meeting expectations.

Alphabet Soup of Supervision: What can get you fired? What can get you sued? Some topics which will be discussed include: Fair Labor Standards Act (FLSA), Sexual Harassment Awareness, Americans with Disabilities Act (ADA), Family Medical Leave Act (FMLA), Flexible Work Options. Note: Participants must complete a 15-minute Sexual Harassment Awareness online module to participate in this course.