

Frequently Asked Questions

Course Title: Supervising Employee Performance

Course #: 4713

Duration: 3 Days

Delivery Method: Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

1. What business or organizational need does this course address?

Discover how to use performance management best practices to meet the needs of your organization and support the growth of individual employees. You will learn supervisory skills such as providing feedback, diagnosing performance issues, and coaching, and will have opportunities to practice these skills through role-play activities, self-assessments, and case studies. As part of this class, you'll also gain access to the *Supervisor's Playbook* resource to support your ongoing development. Use the step-by-step guidance, pro tips, and tools and resources in the *Supervisor's Playbook* to elevate your supervisory skills and lead your team with confidence.

2. Who should attend?

This course is intended for supervisors who need to improve the performance of those they lead.

3. What will I learn how to do in this course?

- Examine the responsibilities and challenges faced by supervisors
- Demonstrate the ability to give and receive feedback effectively
- Identify strategies to effectively diagnose employee performance issues
- Apply best practices for conducting performance appraisals
- Use effective coaching practices to improve everyday interactions with employees
- Promote continuous learning through mentoring relationships

4. What kinds of activities are included in this course?

Individual, small-group, and large-group exercises; lecture, discussion, and action planning

5. Are there prerequisites for this course?

There are no prerequisites for this course.

6. Do I have to complete any prework for the course?

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There is no prework required for this course.

7. Is this course applicable toward a professional certification?

No, this course is not applicable toward a professional certification. However, many Management Concepts courses do prepare you for professional certification programs. Click [here](#) to see a full list of professional certification programs that are supported by Management Concepts training courses.

8. Does this course count for credit toward a Management Concepts Certificate Program?

This is a core course in the following program(s):

- [Supervision Certificate Program](#)

This is an elective course in the following program(s):

- [Business Analysis and Requirements Management Master Track](#)
- [Project Management Master Track](#)
- [Agile in Government Master Track](#)
- [Program Management Certificate Program](#)

9. What credits do I earn by completing this course?

The following credits are available for this course:

NASBA CPEs: 24

NASBA Field of Study: Personal Development

NASBA Level: Basic

CEUs: 1.9

PDU: 21

CLPs: 24

10. What course(s) do you recommend after I complete this course?

- [HR Essentials for Government Supervisors](#)
- [Leadership Skills and Techniques](#)
- [Building and Sustaining Teams](#)

11. What are Additional Features?

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Most courses and training solutions have **Additional Features** designed to help every learner master and retain the concepts explored in the course. You can see which Additional Features are added to this course on the course page under the **Learning Objectives & Additional Features** tab – and for a more detailed exploration of our Additional Features, you can visit [this web page](#).

12. What's in it for me?

Performance planning is not a one-time event. Supervisors have an obligation to intentionally engage with their employees on a regular basis to ensure performance goals are being met. This course outlines practical steps that supervisors can use throughout their organization's performance cycle. This course also gives you access to the *Supervisor's Playbook*—a daily companion filled with tools, tips, and strategies to support you on your supervisor journey and beyond.