

Frequently Asked Questions

Course Title: Supervisor's Workshop

Course #: 4723

Duration: 4.5 Days

Delivery Method: Instructor-led online (synchronous); Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

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

Gain the skills and foundational concepts for effective supervision and enable those you manage to perform to their highest potential. Examining and discussing real-world examples and participating in experiential exercises, you will explore the technical and leadership skills to drive organizational success. 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.

This workshop follows the guidance outlined in the Office of Personnel Management's Federal Supervisory Training Framework and its Leadership Competencies.

2. Who should attend?

This workshop is designed for new and aspiring supervisors in the federal government as well as those in need of a refresher. It meets OPM recommendations for new and refresher supervisor training.

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

- Examine the responsibilities and challenges faced by supervisors
- Use effective principles of delegation to assign tasks and responsibilities to team members
- Analyze best practices for supporting high-performing teams
- Discuss strategies and techniques for managing conflict effectively
- Identify best practices for elevating employee motivation and engagement
- Apply best practices for conducting performance appraisals
- Identify strategies to effectively diagnose employee performance issues
- Demonstrate the ability to give and receive feedback effectively
- Use effective coaching practices to improve everyday interactions with employees

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

Individual, small-group, and large-group exercises; presentation, discussion, and case study

Frequently Asked Questions

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?

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 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: 36

NASBA Field of Study: Personal Development

NASBA Level: Basic

CEUs: 2.8

PDUs: 31.5

CLPs: 36

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

- [HR Essentials for Government Supervisors](#)
- [From Tactical to Strategic Thinking](#)
- [Leadership Skills and Techniques](#)

Frequently Asked Questions

- [Interpersonal Skills: Developing Effective Relationships](#)

11. What are Additional Features?

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?

This course 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.