

John Jay College of Criminal Justice

Office of Human Resources

Proposal for Professional Development

Supervisory Staff

(Classified Managerial, Blue & White Collar Supervisors, and HEO Series Supervisors)

Basic Course

The Professional Development for Supervisory Staff comprises of one (1) Basic Course and two (2) Key Skill courses. To complete the Supervisory program, participants must take all 3 courses.

Essentials of Supervision for the 21st Century -

Days of Training: 1

Target Audience: Front-line supervisors

This workshop offers participants an introduction to the issues, challenges, and typical situations related to supervising “front-line” employees. Participants will learn basic skills and be introduced to the key techniques that they will need to function effectively in their supervisory role. Emphasis will be placed on the supervisor as part of a management team committed to developing excellence at John Jay.

SEMINAR OBJECTIVES:

- Recognize the challenges of supervision
- Propose strategies to effectively work with a diverse workforce
- Communicate performance objectives for effective staff performance
- Develop leadership practices that encourage commitment and teamwork
- Employ delegation as a work method that benefits both the supervisor and subordinate
- Coach staff members for top performance
- Master conflict management skills

Key Skills (Additional Courses for Supervisory Staff)

Coaching for Employee Commitment and Performance -

Days of Training: 1

Target Audience: Supervisors

This workshop provides skills and techniques for analyzing employee performance and provides workable solutions for immediate application.

SEMINAR OBJECTIVES:

- Analyze causes of performance problems
- Conduct effective employee coaching sessions
- Utilize counseling methods for more serious performance problems
- Delegate work and motivate employees to achieve desired outcomes
- Practice providing constructive feedback to maximize employee accountability

Personal Professional Development

Business Writing: Clarity Through Critical Thinking -

Days of Training: 1

Target Audience: Supervisors

By learning to think critically, you can increase your ability to write with greater clarity. You will be able to more precisely analyze information and assess a particular task, subject, issue, etc. By using a specified writing model, this one-day course will help you utilize critical thinking skills, and improve your business writing for both large and small projects.

Objectives:

- Ask appropriate questions to gather relevant information in an efficient manner
- Assess information in order to determine reliable and trustworthy conclusions
- Organize and draft content to increase clarity
- Apply a problem-solving approach to ensure your document's clarity
- Describe strengths and weaknesses of inductive and deductive arguments in a document's content
- Develop skills to avoid misleading or deceptive wording