

Supervisory Development Certificate (SDC) Competencies & Courses

Not all courses listed below are required. Required courses vary between different SDC Enrollment periods. SDC participants should refer to their SDC training summary portfolio to determine their required courses.

Courses are listed below each competency they develop. When registering for a class, SDC participants should review this list to determine the competency (ies) developed by each course. This document should be used when addressing competencies in course summary notes.

1. PERSONAL COMPETENCIES

Self-awareness-- Recognizes own strengths and weakness. Seeks opportunities for personal learning and development.

Ethics and Values-- Follows laws, regulations, policies, etc. related to job. Models high standards of honesty, integrity, trust, creditability, openness and respect.

Courses that develop Personal Competencies:

- HR Basics
- Personal Profile/Behavior Styles (DiSC)

2. INTERPERSONAL COMPETENCIES

Interpersonal Communication--Uses active listening techniques such as paraphrasing, open and probing questions to understand ideas, concepts, and feelings of another. Uses a variety of communication tools to ensure understanding.

Interpersonal Responsiveness--Adapts approaches to suit different people and situations. Shows sensitivity to diversity of culture, race, gender, and other individual differences.

Group/Team Dynamics--Encourages and facilitates cooperation.

Courses that develop Interpersonal Competencies:

- HR Basics
- Moving into Supervision
- Personal Profile/Behavior Styles (DiSC)
- Put It In Writing
- Supervisory Orientation
- The Human Side of Management

Electives:

- Conflict Resolution
- Effective Presentation Skills
- Facilitation Skills
- Supervisor as Trainer
- Workplace Communication/Active Listening

3. CRITICAL THINKING

Data Gathering--Gathers information from a variety of sources for decision making. Involves others in problem solving.

Analysis--Uses appropriate analytical tools to understand data. Monitors environment, goals, and outcomes for problems and opportunities for improvement. Uses systematic approach to solving problems. Involves others in problem solving.

Courses that develop Critical Thinking Competencies:

- Supervisory Orientation
- The Human Side of Management

Electives:

- Conflict Resolution
- Project Management
- Supervisor as Trainer

4. ORGANIZATIONAL COMPETENCIES

Planning--Uses larger organizational plan as basis for local planning; coordinates with other parts of the organization to accomplish goals.

Goal Setting & Implementation--Understands and communicates goals, outcomes, standards, and performance measurement criteria.

Policy/Procedure Implementation--Understands basic policies and procedures in state system ie. Merit Rules, Sexual Harassment Prevention. Consults with others to ensure appropriate implementation of policies.

Innovation--Seeks to improve effectiveness of internal processes and of service delivery to clients. Applies creative solutions in dealing with problems and organizational issues.

Government Infrastructure--Understands the roles, dynamics, and division of power between the executive, legislative, elected officials, and judicial branches. Understands where they and their organization fit into the organizational structure of state government.

Courses that develop Organizational Competencies:

- HR Basics
- Supervisory Orientation

5. Customer Focus--Monitors customer needs and seeks to improve effectiveness and quality of internal processes and of service delivery to clients.

Courses that develop Customer Focus Competency:

- Quality Service in the Public Sector
- HR Basics

6. **TECHNICAL COMPETENCIES**

Program Knowledge--Demonstrates understanding of the requirements, knowledge, competencies of the various jobs supervised. Keeps up-to-date in technical and program skills.

Technology Management--Integrates technology into the workplace.

Courses that develop Technical Competencies:

Electives:

- Computer course
- Conflict Resolution
- Supervisor as Trainer
- Project Management