Course Information

Course: Center Supervisor

Provider: Denise Amber Lee Foundation

Tuition: $200

This course is designed to prepare telecommunicators to be effective supervisors in their centers. It is a 24-hour, self-paced, online course. Once enrolled, the learner will have 4 weeks to complete the course and related assignments.

The course includes the following modules*:

- **Introduction to the Course (1 Hour)**
  - Instructor Information
  - Purpose of Course
  - Reflection Exercise
  - Fast Vs. Slow Skills
- **Module 1: Leadership & Supervision (1 Hour)**
  - What is Leadership?
  - What is Supervision?
  - 4 Core areas of Supervision
  - Barriers to Effective Supervision
  - Transitioning to the Supervisor Role
  - Discussion
- **Module 2: Professionalism & Professional Development (3 Hours)**
  - What is Professionalism?
  - Professional Behavior
  - Professional Communication
  - Modeling Professional Behavior & Communication
  - Ethics in Supervision
  - Professional Development
  - Setting the Standard
  - Creating a Learning Plan Activity
- **Module 3: Building a Team Environment (3 Hours)**
  - Characteristics of an Effective Team Environment
  - The Supervisor's Role in Team Building
  - Conflict Resolution
- **Module 4: Communicating Effectively with Your Team (3 Hours)**
  - Interpersonal Communication
  - Communicating with a Diverse Audience
  - Giving Effective Feedback
  - Navigating Communication in a Supervisory Role

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    - Transparency & Confidentiality
    - Communicating with Administration
    - Barriers to Effective Communication
- **Module 5: Documentation (3 Hours)**
    - The Supervisor's Role in Documentation
    - Objective Writing
    - Documentation & Liability
- **Module 6: Evaluations (3 Hours)**
    - Evaluation Types
    - Completing Performance Evaluations
    - Common Evaluation Errors
    - Addressing Performance Issues
    - Practical Application Exercise
- **Module 7: Policies, Investigations, & Liability (3 Hours)**
    - Terminology
    - The Supervisor's Role in Policy Development & Enforcement
    - The Supervisor's Role in Investigations
    - The Supervisor's Role in Discipline
    - The Supervisor's Role in Liability
    - Human Resources & Supervision
- **Module 8: Stress Management (2 Hours)**
    - Stress Management
    - Time Management
    - Supervisor Burnout
- **Final Exam and Scenarios (2 Hours)**
    - Comprehensive Final Multiple-Choice Exam
    - 90 Day Application Exercise

During this course, participants will also complete discussion assignments that include scenario practice, as well as other activities to apply what they have learned. Successful completion of the course will be determined by participants' completion of assigned discussions and activities, as well as a comprehensive final exam and a Practical Application Exercise that includes planning and goal setting which will include feedback from the instructor.

These will also have access to examples and templates of performance evaluations and other supervisory-related forms.

**This module list is tentative, and the final product may include new and/or adjusted learning modules.*

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