



## Center for Leadership Development

### Supervisory Development I: Fundamentals

Every Federal Agency relies on frontline management to get the job done. Though professions vary greatly across the Federal government, the responsibilities of the front-line supervisor do not. Every Federal supervisor needs to know how to implement an effective human resource and performance management process to achieve high performance. This course delivers the fundamental skills supervisors need to be successful.

- Be able to navigate the Federal human resource management system and differentiate appropriate personnel actions to recruit, hire, and retain employees in the Federal workplace.
- Implement effective performance management practices that set expectations and encourage effective performance.
- Articulate the appropriate personnel actions required to discipline and terminate employees who are poor performers or who violate workplace behavioral principles.
- Formulate a plan to improve personal performance upon returning to the workplace.



#### Establish the Fundamental Skills to Become a Successful Leader

New supervisors will gain valuable insights into the fundamental skills, behaviors and attitudes that define the successful Federal supervisor and maximize personal performance. This week-long course can be combined with Supervisory Development II for a two-week emersion to expand these fundamentals into a foundation for great leadership.

Please note: This course meets the requirements of CFR 412—requiring training for all new supervisors.

#### CORE DEVELOPMENT

##### COMPETENCIES

- Interpersonal Skills
- Human Capital Management
- Oral Communication
- Written Communication
- Accountability

##### TUITION

\$3,400 Residential/\$2,550 Non-Residential  
Tuition at EMDC–Shepherdstown includes meals and lodging.

##### DATES

Oct 27–31, 2014. . . . EMDC–Shepherdstown  
Mar 16–20, 2015 . . . . . EMDC–Union Square  
Jun 1–5, 2015 . . . . . EMDC–Union Square  
Sep 14–18, 2015 . . . . . WMDC–Denver

##### LOCATIONS

EMDC–Shepherdstown, WV  
239 Lowe Drive  
Shepherdstown, WV 25443

This training facility is 70 miles from Washington, DC in the Blue Ridge Mountains above the Potomac River.

EMDC–Union Square  
999 North Capital Street, NE  
Washington, DC, 20002

This training facility is located in Washington DC's thriving NoMa submarket, just blocks from Capital Hill and Union Station.

To register, please go to [HTTPS://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=124](https://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=124)

*“The seminar reinforced my commitment to be effective, productive, and responsible for the taxpayer’s resources, especially if it means addressing conduct and performance issues.”*

## A One-Week Investment That Will Pay You Back

- Gain the skills, behaviors and attitudes that define the successful supervisor.
- Understand merit system principles as the foundation of Federal civil service and apply them to supervising your employees.
- Learn and practice tools for effectively communicating expectations to employees.
- Write performance standards that are measurable and motivate employees to succeed.
- Recognize and avoid the common pitfalls in discipline and termination situations.
- Network with peers who will support your transition to supervisor.

## Training that Meets Requirements for New Supervisors—and More

This course is designed for new supervisors, existing supervisors who have not received formal training, and those transitioning to civil service supervision from the military or private sector.

All new Federal supervisors are required to receive training within one year of being appointed. This course meets 3 of the 4 subject requirements, and combined with Supervisory Development II, meets all four:

- Mentor employees
- Improve employee performance and productivity
- Conduct employee performance appraisals
- Identify and assist employees with unacceptable performance (CFR 412.202)

*CLD's Customer Service number is changing! Reach us after 12/12/2014 at 202-606-0008*

## Three Ways to Register

### 1. Register Online at <http://leadership.opm.gov>

Initiate course registration with your Government Purchase Card payment, the fastest way to reserve your space. Use your own agency-specific procurement forms. Once we have received your payment, you will receive confirmation within two business days.

### 2. Fax a Registration Form found online. This form can be used for courses at the Federal Executive Institute or Management Development Centers.

### 3. Contact a Representative Customer Service Office:

Toll Free: 888-676-9632  
Phone: 304-870-8008  
Fax: 304-870-8078  
TDD/TTY 304-870-8066  
Email: [register@opm.gov](mailto:register@opm.gov)

*“The case studies from MSPB were useful to understand what can happen in a workplace and how to appropriately respond in such situations, and to know what resources are available to you.”*

#### ACADEMIC CREDIT

2 upper level Baccalaureate or 2 lower level credits may be available upon completion.

#### LEAD

This course meets the requirements for the Supervisor level of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to <http://cldcentral.usalearning.net/mod/page/view.php?id=249>

#### RECOMMENDED PRIOR COURSES:

Leadership Assessment Program—Level 1

#### SUGGESTED FOLLOW-ON COURSES

Supervisory Development 2: Learning to Lead

To register, please go to [HTTPS://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=124](https://leadership.opm.gov/programs.aspx?C=124)



UNITED STATES OFFICE OF  
PERSONNEL MANAGEMENT

<https://leadership.opm.gov>

Customer Service Office

888-676-9632 or 304-870-8008

TDD/TTY: 304-870-8066

Fax: 304-870-8078

e-mail: [register@opm.gov](mailto:register@opm.gov)