

## County of Tulare Supervisory Academy



HUMAN RESOURCES  
& DEVELOPMENT  
TULARE COUNTY

# The Supervisory Academy Is In Its 18<sup>th</sup> Year.

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**Designed for Employees Who Currently Have Supervisorial Responsibilities Including Lead Workers.**

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**Ref: County Personnel Rule 9, 3.2: -All new supervisors shall participate in the County's Supervisory training program...within 180 days of appointment to the position of supervisor and conclude the training session within two years of appointment."**

There are 11 workshops and an AB 1825 Harassment Prevention workshop (State mandated) that make up the Academy. Each series of workshops are launched on a rotating basis approximately every 3 months.

Academy curriculum is divided into two tracks which will provide a thorough framework and provide supervisory guidelines and best practices that will allow each academy participant to successfully develop their supervisory acumen within Tulare County.

- Behavioral track: Focus is on the people side of supervising and will provide participants with tools to aid them in fostering a cohesive, innovative, and productive working unit.
- Systems track: Focus is on the mechanics or technical parts of the job.

**PREREQUISITE WORKSHOPS:** Must be completed before other workshops may be attended.

**\*The Role of the Supervisor/Communication Is Key**

**\*Behavioral Styles-the DISC Profile.**

These workshops set participant up for the remaining workshops. Once these two workshops are completed, participants may register for and attend the remaining 9 workshops in any order they choose. Typically, there are 2 to 4 workshops offered per month. Each workshop is ½ day in length.

### **WORKSHOP LOCATIONS:**

Most workshops are held at the County's HR&D building at 2900 W. Burrel in Visalia.

### **WORKSHOP SCHEDULES:**

Workshop schedules and descriptions are posted on the County's intranet site: **tcweb** in the Human Resources folder: Select the **"Information"** tab, then the **"Training"** tab, finally, select the **"Supervisory Academy"** tab.

**HOW TO ENROLL:** Send an email from the **GroupWise** system by typing **Train\_reg** in the "To" field requesting enrollment. Or, email [Train\\_reg@co.tulare.ca.us](mailto:Train_reg@co.tulare.ca.us) Please Write: "Supervisory Academy Registration" in the subject line. Include in the body of your message: Name, Job Title, Employee #, Department Location and phone number, in addition to the listing the dates and workshops desired.

(Participants who do not have e-mail access may call HR&D at 636-4909 and ask for Supervisory Academy registration.)

**WORKSHOPS MAY FILL UP QUICKLY:** When this occurs, employees are put on a waiting list, and will be notified if there is a cancellation.

## Workshop Descriptions

### **1. Introduction and Roles of the Supervisor / Communication is Key: (Behavioral) -4 Hours**

#### **-Prerequisite Course**

Participants are given an overview of the academy as well as the key concepts of being a Supervisor. Included in this workshop is a video that introduces the concept of putting ideas into actions. This workshop designed to be interactive, with discussions, group activities, and experience and idea sharing in a blended learning atmosphere. Sharing is welcomed.

### **2. Behavioral Styles-The DISC Profile (Behavioral) -4 Hours**

#### **-Prerequisite Course**

Participants learn their behavioral style through the use of the Classic DISC Profile workbook tools.

There are 4 basic styles of behavior: Dominance, Influence, Steadiness and Conscientiousness. Once their behavioral style is identified, participants are given a series of work situations to solve. Participants gain insight about how to supervise staff with different behavioral styles, as well as how to interact with peers and managers. Group activities and team work are part of this workshop

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### **3. Harassment Prevention (AB 1828) Presented by Risk Management –2 Hours**

#### **-Mandatory every 2 years**

Participants will explore the strict rules and regulations from Federal, State, and County that protects employer / and employees against discrimination, harassment, and engages participants through scenario to practice identifying such discrimination and harassment situations. This knowledge and activity takes a proactive approach to our workforce. This workshop is AB 1825 compliant. This workshop is state approved to offer 2 MCLE credits to attorneys and paralegals.

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### **4. Generations in the Workforce (Behavioral) -4 hours**

Focuses on the need to understand and relate to working and supervising employees from all multiple generations including the Traditionalists, Baby Boomers, Generation X and Millennials. This information will arm supervisors with the thoughtful interpersonal approaches when interact with their staff, form working groups, introduce change, etc.

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### **5. Managing Change and Conflict at Work (Behavioral) -4 hours**

Participants will explore several kinds of conflict and effective strategies to deal with workplace conflict. Change is inevitable and how we introduce change can make or break workflow, moral, and productivity. Participants will also explore Change Management and ways to introduce change, as a positive change agent; into the workplace in a manner that fosters collaboration, empowerment, benefit, and buy-in, while minimizing resistance (push back).

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### **6. Coaching and Counseling (Behavioral) -4 hours**

Should you coach your staff for performance and counsel them for attitude or is it the other way around? Participants learn to distinguish between coaching and counseling techniques and when to use them. They will identify effective methods in counseling difficult employee situations and coaching them towards performance standards using a variety of skits, video, and discussion.

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### **7. Teambuilding (Behavioral) -4 hours**

Focuses on building and maintaining a strong working unit -Participants experience a team building activity and debrief how effective their team was at problem solving. Other topics covered in this workshop are workplace delegation and employee empowerment.

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### **8. Workers' Compensation Insurance / Safety In The Workplace (Systems) -4 hours**

\*Robyn Henry, the Risk Management Director, conducts this informative workshop about the county department of Risk Management as well as giving participants a detailed picture of the Workers' Compensation Program. Participants receive a packet of information from on how to fill out a Worker's Comp. claim if/when they have an injured employee. (2 Hours)

\*The County Safety Officer, Kim Starr conducts a thorough Safety workshop for supervisors focusing on potential workplace safety issues including: Workplace Violence, Driver's Training, Ergonomics, Lifting, Slips, Trips, Falls, and more. (2 Hours)

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**9. Discipline and Grievances (Systems) -4 hours**

This workshop focuses on the County's Employee Disciplinary and Grievance processes as outlined by county admin rule # 17.

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**10. Drugs and Alcohol Detection (Systems) -4 hours**

The proactive knowledge of drug and alcohol detection in the workplace is an important concern for every supervisor to be aware of. What does a person on drugs look like? Is it always easy to detect? Participants will learn from Tulare County Drug and Alcohol Subject Matter Experts, who offers up to-date-information about detection and the appropriate steps to take to assist the employee, and if necessary, how to take the appropriate steps in removing the employee from their worksite. Drug/alcohol testing/screening is addressed. This workshop is state approved to offer 3 MCLE credits to attorneys and paralegals.

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**11. Hiring and Staffing/ Performance Appraisals (Systems) -4 hours**

\*The County's process of recruiting, screening, testing, interviewing, hiring and staffing is covered in this workshop. Tulare County Human Resource will guide supervisors through each phase of the hiring process. Participants will receive hands-on experience in reviewing applications and making hiring decision recommendations. (2 Hours)

\*Tulare County Human Resources Rep will take a step-by-step approach in teaching Performance Appraisal Systems. Participants are given practical tips to aid them in completing an employee performance appraisal. The workshop also gives supervisors the opportunity to look over a fictitious performance appraisal and to address ways in which to correct or improve the appraisal. (2 Hours)

**12. Leave of Absence (Systems) 4 hours**

This workshop will review the laws and policies of the Leave of Absence process and the Supervisor's role when an employee takes a Leave of Absence. This session will be broken down and introduced in into three parts by departmental experts from Human Resources and Risk Management:

-Leave of Absence

-Benefits

-Accommodations