

# Supervisory Management

A HOUSING CHOICE VOUCHER AND PUBLIC HOUSING SEMINAR



**SEMINAR NUMBER:** 101-060

**SCHEDULE:**

Day One: 8:00 A.M. Registration  
Day Three: 2:30 P.M. End of seminar  
5:00 P.M. End of exam

**MATERIALS:**

- Supervisory Management Workbook
- NMA pen, pencil and bag

**CERTIFICATION EXAM:**

A certification exam is available for \$150 unless otherwise stated on the order form

**METHOD:**

A group-live seminar featuring PowerPoint, case studies, group discussion, seminar materials (workbook), and Q & A

**LENGTH:**

Three days

**AUDIENCE:**

Frontline supervisors, middle managers, and executive managers; learners new to supervising staff and seasoned managers seeking to improve target skills; managers seeking to establish a quality supervisory management environment at the PHA to achieve business objectives.

**CREDITS:**

CPE units w/ exam = 14 CEU units w/ exam = 1.1

No prerequisites or advanced preparation required for this seminar. Basic program level. No advanced preparation required.



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**PURPOSE:** This three-day interactive workshop gives learners a detailed understanding of the role of the supervisor, the skills necessary to achieve the PHA's goals, and the ability to recognize, and operate effectively within, an effective supervisory management system.

Highlights include exercises that identify each learner's supervisory style and skill, clarify specific time management techniques, detail the steps in meeting management and delegation, and highlight effective measures to manage employee performance problems including training, coaching, and evaluating for performance. Each learner will design their personal supervisory plan to ensure their continued success. The seminar also offers a certification examination.

**LEARNING OUTCOMES:** Upon completion of the **Supervisory Management Seminar**, using HUD regulations and guidance, you will know the:

- Role of the supervisor in a PHA
- Knowledge, skills, and abilities needed for successful supervision
- Role of a PHA's vision, mission, and goals in effective supervision
- Criteria for effective job descriptions, performance standards, and training
- Steps in effective time management, motivation, delegation, and decision-making
- Effective response to employee performance problems, conflict, and crisis situations
- Concepts necessary to avoid discriminatory actions and make ethical decisions
- Role of quality control in supervision

You will be able to recognize effective techniques to:

- Communicate to both the team and individuals verbally, in writing, and in meetings
- Manage diversity and avoid discrimination
- Coach employees
- Assess performance problems to identify appropriate action
- Conduct performance evaluations

For more information about this class, please call us at 800.783.3100, email [sales@nanmckay.com](mailto:sales@nanmckay.com), or visit our online store at <http://store.nanmckay.com> for current seminar locations and dates.

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