

Supervisory Certificate: Certificate Requirements

You must complete all nine interactive, co-op specific half-day courses to earn the supervisory certificate.

Supervisor Courses

380.05 Getting Started as a Supervisor

381.05 Personal Time Management

382.05 A Supervisor's Role in Managing Change

383.05 Improving Your Effectiveness Through Communications

384.05 Resolving Conflict Through Negotiation

385.05 Motivating Employees

386.05 The Supervisor and Human Resources

387.05 Tools for Effective Performance Management

388.05 Occupational Health and Safety for Supervisors



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(380.05) Getting Started as a Supervisor

Offered: Face-to-Face, On-site

As a new supervisor you have the added responsibility of overseeing other people's work in addition to getting your own work done. Striking the balance can be challenging and many experienced supervisors say they would do things a little differently if they had a chance to start over as a supervisor.

This course will help you as a newly promoted supervisor get it right the first time as you transition into supervision. Course content is presented in a practical way and focuses on understanding the co-op business, helping you clarifying roles and responsibilities, gaining acceptance as a new supervisor, and creating a long-term development plan for continued success.

After completing this course, you will be able to:

- » Differentiate between being an employee and a boss
- » Clarify the roles and responsibilities of your employees
- » Identify the characteristics of successful work groups
- » Use a variety of techniques for encouraging initiative

[Video: Course 380 Overview \(/library/videos/Pages/Course-380-Getting-Started-as-a-Supervisor-.aspx\)](/library/videos/Pages/Course-380-Getting-Started-as-a-Supervisor-.aspx)

[Home \(/public/pages/default.aspx\)](/public/pages/default.aspx)

[Co-ops \(/coops\)](/coops)

[Member Center \(/member-center\)](/member-center)

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(381.05) Personal Time Management

Offered: Face-to-Face, On-site

There's only so much time in the day to get everything done and if you could manage your time at work better that'd be half the battle.

This course will help you to analyze how you currently use your time and teach you to identify time wasters. By implementing a time management system, you'll discover how to better organize information in the co-op workplace and apply a time management tool that works best for you. You'll leave with a plan to tackle next week's to-do list with confidence.

After completing this course, you will be able to:

- » Use time logs to better focus your time
- » Identify and apply tools for personal time management
- » Prioritize tasks so you're concentrating on the most important ones
- » Recognize and deal with time wasters

[Video: Course 381 Overview \(/library/videos/Pages/Course-381-Personal-Time-Management.aspx\)](/library/videos/Pages/Course-381-Personal-Time-Management.aspx)

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[Member Center \(/member-center\)](/member-center)

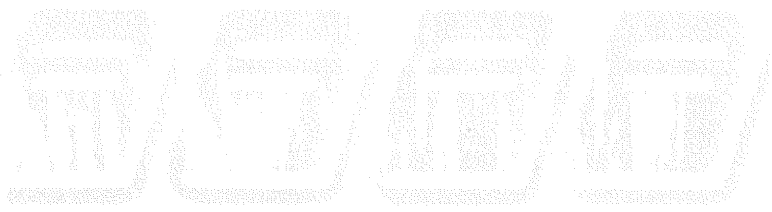
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[Government Affairs \(/government\)](/government)

[Library \(/library\)](/library)

[Interest Areas \(/interest-areas\)](/interest-areas)



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(382.05) A Supervisor's Role in Managing Change

Offered: Face-to-Face, On-site

The only constant is change – and as a supervisor you play a key role in managing the changes that occur at your cooperative.

Participants will take a look at the causes and types of changes in the co-op workplace that supervisors help implement. In addition to addressing your role in cooperation with management, this course discusses a four-step process for managing change. You'll leave with a solid plan to manage a change you see affecting you and those you supervise over the next year.

After completing this course, you will be able to:

- » Recognize typical causes of changes at your co-op
- » Describe the change cycle and techniques for generating support for the change
- » Create a change management plan for the changes currently happening at your co-op
- » Explore effective approaches to implementing change

[Video: Course 382 Overview \(/library/videos/Pages/Course-382-A-Supervisors-Role-in-Managing-Change.aspx\)](/library/videos/Pages/Course-382-A-Supervisors-Role-in-Managing-Change.aspx)

[Home \(/public/pages/default.aspx\)](/public/pages/default.aspx)

[Co-ops \(/coops\)](/coops)

[Member Center \(/member-center\)](/member-center)

[Services \(/services\)](/services)

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[Government Affairs \(/government\)](/government)

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(383.05) Improving Your Effectiveness Through Communications

Offered: Face-to-Face, On-site

Whether speaking or writing, each of us has our own unique way of getting our point across. Sometimes it works and sometimes it misses the mark. As a supervisor, the messages you send through your communications have a big impact on how others approach their work.

This course will help you discover your individual style of communication, identifying factors that impede or enhance your effectiveness as a supervisor. Internal, external and written communication will be discussed, including how to organize your message to ensure the content is easy to understand.

After completing this course, you will be able to

- » Improve work relationships by reducing misunderstandings
- » Apply verbal and nonverbal techniques for effective communication
- » Strengthen your written and oral communication
- » Recognize and deal with factors that hinder communication

[Video: Course 383 Overview \(/library/videos/Pages/Course-383-Improving-Your-Effectiveness-Through-Communications.aspx\)](/library/videos/Pages/Course-383-Improving-Your-Effectiveness-Through-Communications.aspx)

[Home \(/public/pages/default.aspx\)](/public/pages/default.aspx)

[Co-ops \(/coops\)](/coops)

[Member Center \(/member-center\)](/member-center)

[Services \(/services\)](/services)

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\(/conferences-education\)](/conferences-education)**

[Government Affairs \(/government\)](/government)

[Library \(/library\)](/library)



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(384.05) Resolving Conflict Through Negotiation

Offered: Face-to-Face, On-site

It's not fun when things get ugly and it's even more challenging when you supervise the people who are in disagreement. You may feel like you're stuck in the middle; when in reality, you're actually in charge. Like it or not, conflict with or among employees is likely to arise for all co-op supervisors at some point in their careers. Negotiation is a proven strategy for coming to mutually acceptable agreements in conflict situations. In this course, you'll learn a three-step process to help eliminate potential hostility through effective negotiation.

After completing this course, you will be able to

- » Gain a new understanding of anger and its effects on people
- » Recognize your conflict pattern and the patterns of others
- » Address workplace disputes with a conflict resolution planner
- » Use a variety of approaches to conflict resolution

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[Member Center \(/member-center\)](/member-center)

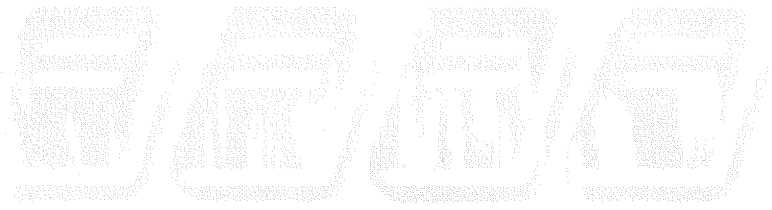
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[Library \(/library\)](/library)

[Interest Areas \(/interest-areas\)](/interest-areas)



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(385.05) Motivating Employees

Offered: Face-to-Face, On-site

Have you ever wondered how you can help someone be motivated to contribute more? If they did, what would be the impact on the rest of team? Then again, if they don't get motivated and achieve more, how will that impact the others you supervise?

Motivation can lift your employees' level of performance, increase job satisfaction, and promote teamwork. This course will explore the co-op supervisor's role, value and rewards in motivation. You'll review a self-evaluation tool to help identify your motivational strengths and weaknesses.

After completing this course, you will be able to

- » Discuss your role in motivating staff at your co-op
- » Explain the value and types of motivation
- » Use motivational techniques for staff of all ages
- » Reinforce the behavior and motivation of your most valuable staff

[Video: Course 385 Overview \(/library/videos/Pages/Course-385-Motivating-Employees.aspx\)](/library/videos/Pages/Course-385-Motivating-Employees.aspx)

[Home \(/public/pages/default.aspx\)](/public/pages/default.aspx)

[Co-ops \(/coops\)](/coops)

[Member Center \(/member-center\)](/member-center)

[Services \(/services\)](/services)

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[Government Affairs \(/government\)](/government)

[Library \(/library\)](/library)

[Interest Areas \(/interest-areas\)](/interest-areas)



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(386.05) The Supervisor and Human Resources

Offered: Face-to-Face, On-site

When it comes to HR issues, doing what is the most convenient or nice thing to do might not be the legal or right thing to do. Whether your co-op has a full-time human resources staff to help you or not, to successfully supervise co-op employees you need to understand the human resource function and your liability with regard to employment laws.

This course focuses on the co-op supervisor's role in compensation and benefits, training and development, employee and labor relations and interviewing.

After completing this course, you will be able to

- » Outline the functions of a human resources department
- » Ensure compliance with all applicable laws and co-op policies
- » Describe your liability with regards to employment laws
- » Clarify the relationship between your responsibilities and those of HR

[Video: Course 386 Overview \(/library/videos/Pages/Course-386-The-Supervisor-and-Human-Resources.aspx\)](/library/videos/Pages/Course-386-The-Supervisor-and-Human-Resources.aspx)

[Home \(/public/pages/default.aspx\)](/public/pages/default.aspx)

[Co-ops \(/coops\)](/coops)

[Member Center \(/member-center\)](/member-center)

[Services \(/services\)](/services)

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[Government Affairs \(/government\)](/government)

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(387.05) Tools for Effective Performance Management

Offered: Face-to-Face, On-site

Conducting annual performance reviews are often one of the most difficult things for a supervisor to do. In reality, they can be done with greater ease and with better results if you address performance daily rather than just once a year.

This course introduces you to effective activities (including disciplinary action) that you can use to help you and those you supervise create and meet development goals that benefit both the individual and co-op. You'll leave this course more confident in your daily performance management and ready to conduct the next performance appraisal with confidence.

After completing this course, you will be able to:

- » Identify the aspects and value of performance management at your co-op
- » Develop day-to-day planning, monitoring, and evaluation skills needed for effective performance management
- » Improve working relationships with effective coaching techniques and the use of feedback
- » Recognize the types of performance appraisals and techniques for conducting an effective appraisal
- » Decide when to use formal discipline

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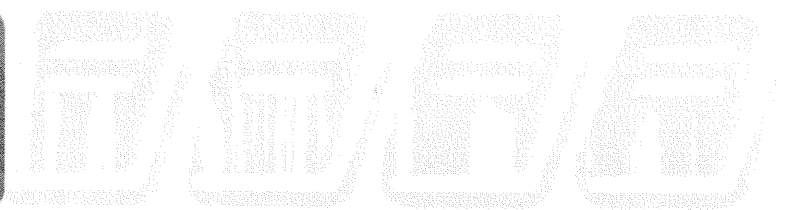
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(388.05) Occupational Health and Safety for Supervisors

Offered: Face-to-Face, On-site

As a supervisor you are the bridge between the health and safety rules for your workplace and the employees that must comply with those rules. At the end of the day, we all want everybody to do great work and go home safe and sound. To achieve this, supervisors need to fulfill their legal obligations to address the safety and health of their employees while on the job.

This course addresses the health and safety rules and regulations for which you are responsible, teaches ways to stay up-to-date on OSHA's training requirements and standards, gives you tools to enforce the standards (including discipline), and directs you to additional resources to assist you with your health and safety responsibilities.

After completing this course, you will be able to:

- » Identify the elements of loss control as it applies to employee safety and health including the impact on the co-op's bottom line
- » Clarify the role of the supervisor in preventing unsafe acts and conditions
- » Identify key regulations affecting electric co-ops, including OSHA, the National Electric Safety Code and EPA
- » Describe tools for maintaining discipline
- » Explore available resources for further study in loss control

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[Co-ops \(/coops\)](/coops)

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