State of Delaware

Supervisory Development

Certificate



**APPLICATION**

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***Human Resource Management***

**Statewide Training & Organizational Development: Improving the Performance of State Government**

**Recipient of the Delaware Quality Award of Merit**

Supervisory Development Certificate

**APPLICATION FOR ADMISSION**

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| --- | --- | --- |
| **CANDIDATE Information** | **Date:** | **/****/** |

(Use attachments if necessary)

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |       | Empl ID |       |
| Position: |       | Internet address: |       |
| Department/Division: |       |
| Work Address: |       |
| City/State/Zip: |      ,         -     | State Location Code: |       |
| Phone: | (   )    -     | Fax: | (   )    -     |
| Supervisor and Title: |       |
| Supervisor’s Address: |       |
| City/State/Zip: |      ,         -     | Supervisor’s Phone: | (   )    -     |
| Are you currently a supervisor? | [ ] Yes  |  | [ ] No |

**GOALS**  State your goals/objectives in seeking participation in the Supervisory Development Certificate program, and specify how this program will help you attain these goals.

**LETTERS OF RECOMMENDATION**

Your application must be accompanied by a letter of recommendation from your supervisor describing your potential, identifying areas where growth is desirable, and indicating how you will benefit from this program. **In addition, you must have an endorsement from your Division Director or above.** These endorsements can be sent as an email from your supervisor, and the Division Director or above, or can be mailed with your application. A [sample letter](http://www.delawarepersonnel.com/training/special/sup/documents/sdc-sample-letter.pdf) can be obtained from our website or by contacting HRM’s Statewide Training & Organizational Development Section at (302) 739-1990 or via e-mail: James.Terry@state.de.us.

**Application enrollment periods are:** March 15 – April 15 and September 15 – October 15.

**Submit Applications to** Statewide Training & Organizational Development, Attn: James Terry, Haslet Armory, 122 MLK Jr. Blvd. South, Dover, DE 19901 (SLC: D430G) or via e-mail: James.Terry@state.de.us.

**PURPOSE**

The State of Delaware’s Supervisory Development Certificate (SDC) program is designed to provide first line supevisors, as well as potential supervisors with the knowledge, skills and abilities needed to be a successful supervisor. Participants are encouraged to improve individual, team, and organizational performance. In addition, this program serves to enhance state succession management efforts by developing employees to take on greater challenges.

**COMPETENCY BASED PROGRAM**

The SDC program builds on six core competencies necessary for developing effective supervisors and leaders.

**Personal Competencies**

Self-awareness,

Ethics and Values

**Interpersonal Competencies**

#### Interpersonal Communication

Interpersonal Responsiveness

Group/Team Dynamics

# **Critical Thinking**

# Data Gathering

Analysis

Problem Solving

**Organizational Competencies**

Planning

Policy & Procedure Implementation

Government Infrastructure

Innovation

Goal Setting and Implementation

**Customer Focus**

**Technical Competencies**

Program Knowledge

Technology Management

**CURRICULUM**

**Required Courses:** (All courses are one day unless marked otherwise)

* AA/EEO (Online)
* DiSC: Personal Profile/Behavioral Styles
* Getting the Job Done as a Supervisor
* HR Basics (Online)
* Human Side of Management (3 days) (Fee $50.00)
* Know Your State Government (Online)
* Merit Rules (Online)
* Moving Into Supervision
* Planning and Reviewing Performance
* Put It In Writing (3 days) (Fee $100.00)
* Quality Service in the Public Sector
* Supervisor’s Role (Online)

**Elective Courses (must complete 2)**

* Coaching Skills for Supervisors
* Conflict Resolution
* Effective Presentation Skills
* Facilitation Skills for Planning Meetings
* Fundamentals of Employment and Labor Relations Practices
* Using the EAP as a Performance Improvement Resource
* Workplace Communication/Active Listening

**For more information on course descriptions, and schedules, please visit the Delaware Learning Center:**

<http://hrm.omb.delaware.gov/training>

**Program Requirements**

**Eligibility/Admissions:**

State of Delaware employees who are current supervisors, generally with less than five years supervisory experience, and employees aspiring to become supervisors are eligible for the Supervisory Development Certificate (SDC) program. A management development certificate is available for supervisors with more than five years experience. For those interested in pursuing the SDC, please submit a completed SDC program application along with the written approval of agency management. Applicants must have a performance rating of at least “meets expectations.”

**Commitment:**

The responsibility for learning and development rests primarily with the employee, but it is also shared with management and the organization as a whole. There are approximately 15 days of training. Additional time will be required to complete the assessment exercises identified below under “Assessment Process”. While most courses are free, some require fees totaling approximately $225.

**Completion:**

**Applicants are expected to complete the program requirements within five years of being accepted into the program.** Participants are responsible for maintaining their training records. Training taken less than five years prior to acceptance into the program is eligible for evaluation and credit toward the certificate.

**Assessment Process:**

To successfully complete the program, participants must maintain a rating of “meets expectations” or above on their most recent performance review and demonstrate the competencies by:

* Completing all required courses.
* Submitting course summary notes for each course.
* Completing a case study exercise.
* Submitting a written report and making an oral presentation addressing the impact of the acquired competencies on the participant, unit, division, and department.

**BENEFITS OF THE CERTIFICATE**

* Performance improvement of participants, agencies, and state government.
* Aid to succession planning.
* Satisfies Job Knowledge requirements for state merit positions that require Knowledge of Supervision.
* Satisfies two of the five years of state supervisory experience required for the Management Development Certificate (MDC) program.
* Earn up to six undergraduate credits.

**For more information,** please visit our website: <http://hrm.omb.delaware.gov/training/special/sup/> or contact the HRM Office of Statewide Training and Organizational Development at (302) 739-1990, or via Internet e-mail: James.Terry@state.de.us.