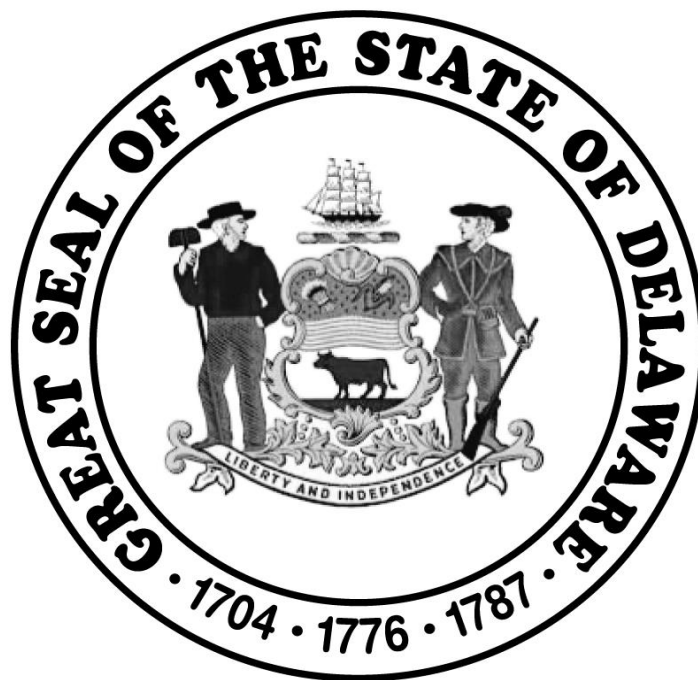


State of Delaware

Supervisory Development Certificate Program



APPLICATION



Department of Human Resources
Statewide Training & Organizational Development

Recipient of the Delaware Quality Award of Merit and Governor's Team Excellence Award

Improving the Performance of State Government

PURPOSE

The State of Delaware's Supervisory Development Certificate (SDC) program is designed to provide first line supervisors, 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.

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
- Earn up to six undergraduate credits

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)
- 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, log into the Delaware Learning Center:
<https://dhr.delaware.gov/training>

PROGRAM REQUIREMENTS

APPLICATION ENROLLMENT PERIODS: March 15 – April 15 and September 15 – October 15

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. For those interested in pursuing the SDC program, please submit a completed SDC program application during open enrollment (pages 4 & 5 below).

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 166 hours of training. Training time also includes time required to complete the assessment exercises identified below under “Assessment Process”. While most courses are free, some may require fees totaling approximately \$100.

FEES FOR NON-STATE EMPLOYEES:

Non-state employees, such as contractual employees, may be considered for enrollment with a fee of \$500.00. The fee will be due upon enrollment and will cover all training requirements (orientations, attendance of curriculum courses, program assessments, course materials, administrative transactions, etc.) needed to complete the SDC Program within a 5 year enrollment period.

COMPLETION:

Applicants are expected to complete the program requirements within five years of being accepted into the program. Training taken less than five years prior to enrollment into the SDC 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 assessments 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

Email Applications to Statewide_Training@Delaware.gov. Begin the subject line in your email with “SDC” to ensure your application will be routed to the proper email folder.

Supervisory Development Certificate APPLICATION FOR ADMISSION

CANDIDATE Information

(Use attachments if necessary)

Date: ____ / ____ / ____

Name: _____ Empl ID _____

Position: _____ Email Address: _____

Department/Division: _____

Work Address: _____

City/State/Zip: _____, _____ - _____ State

Location

Code: _____

Phone: _____ () - _____ (DDS): Required to

_____ apply fees _____

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.

Applicant's Name: _____ Signature: _____

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SUPERVISOR'S RECOMMENDATION:

Do you nominate this candidate for the ☐Yes ☐No
SDC program?

Does this candidate currently meet or ☐Yes ☐No
exceed performance expectations?

Do you agree to meet with this candidate ☐Yes ☐No
to discuss what they learn from each
course and to provide coaching?

Supervisor's Name: Signature: _____

DIVISION DIRECTOR OR ABOVE ENDORSEMENT:

Do you recommend this candidate for the ☐Yes ☐No
SDC program?

Name and Duty Title: Signature: _____

For more information visit our website or contact the Statewide Training and Organizational
Development office at (302) 739-1990.

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"SDC" to ensure your application will be routed to the proper email folder.