Overview

The purpose of the Supervisor Skills Development Program is to ensure that all supervisors in the Building & Residential Services (BRS) Department obtain and maintain knowledge and skill levels necessary to successfully complete their required job tasks effectively and efficiently. All new supervisors in BRS are required to pass certain assessments before being considered for hire, and this program aims to maintain consistency for all supervisors in BRS.

Goals:
- Establish initial knowledge and skill level
- Provide an individual training plan
- Maintain documentation of employee’s training
- Establish expectations and accountability regarding employee’s participation in the Supervisor Skills Development Program

The program consists of:
- Pre-assessments (Knowledge and Skills)
- Individual Training Plan based on assessment results
- Some training courses to facilitate closing knowledge and skills gaps
- Individual initiative to improve skills for which no training is offered
- Post-test for Reading Comprehension, Business Writing and Computer Literacy training courses

Audience
- Supervisors in Building & Residential Services who were not assessed prior to employment as a supervisor
- Supervisors in Building & Residential Services previously assessed who need further development in a specific skill

Knowledge Assessments

All incumbents and applicants will be required to complete the knowledge assessments known as Prove-It Tests. All assessments will occur in a proctored environment. Knowledge assessments will be administered electronically. Individual training plans will be
Individual Training Plan (ITP) for Incumbents

After the completion of the knowledge assessments, the results will be shared with each participant. Individual Training Plans (ITPs) will be created for and discussed with each participant. Subject areas in the core competencies where the employee assessed at less than 70% will be placed in his/her ITP.

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<thead>
<tr>
<th>BRS Supervisor Core Competencies Knowledge Assessments</th>
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<tbody>
<tr>
<td>Computer Literacy</td>
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<tr>
<td>Business Writing</td>
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<tr>
<td>Basic Reading Comprehension</td>
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<td>Email Etiquette</td>
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<td>Business Etiquette</td>
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<td>Customer Service Mindset Survey</td>
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In order to allow incumbents to complete their ITPs, some training courses will be offered through the Training and Communications department as budget funds allow.

Training Details

All training will occur on paid time and some classroom training will occur on-site in Campus Services Training Room “B” unless otherwise noted. If online training is available and selected, the training can be completed on any computer that has access to the internet. Some training may be the responsibility of the employee in order to improve the required skill.

Certificates of completion will be awarded to those who successfully complete each course.

All training will be documented in the Emory Learning Management System (ELMS).

Training Requirements

Once enrolled in a training course, employees are expected to attend all sessions. Emergencies and unforeseen circumstances will be addressed on an individual basis. Participants will be required to successfully complete each course. Proctored final assessments will be administered at the end of the reading comprehension, business writing, and computer literacy courses. Passing Score for final test is 70%.

If courses are not successfully completed on the first attempt, employees will be allowed 1 month to review and be granted a second attempt at the course’s final test. If not successfully completed after a second attempt, the employee will be placed on a Detailed Training Plan. Employees will be allowed to review and be granted a third attempt at the course’s final test which must be completed within the timeframe outlined in the Detailed Training Plan. Performance requirements outlined in the training plan will translate into goals that will be entered into the online feedback and development (performance management) tool.

Continuing Education

After completion of the initial training plan, skills development courses will be available in order to allow participants to keep abreast of new equipment/technology/best practices in leadership.

Trainer Qualifications

Individuals external to Campus Services who are selected to teach courses will be expected to have several years of industry experience in the course’s subject area.

Fairness/Objectivity

The Skills Development Program will be administered with the highest level of fairness and objectivity. Participants’ assessment and training results will be treated with confidentiality and only shared with necessary parties as it pertains to the program and job requirements.