

**City Accreditation Program for Supervisors (CAPS)**  
**Sponsored by the Learning & Development Center**

**Every Tuesday**

**Tuesday, July 11, 2017**

**Session 1: How the City Operates (3)**

This session will provide participants with an understanding of how city government is organized and how it functions; and an assessment for supervisors to better understand their preferences, attitudes, and behaviors in key dimensions of management and leadership.

**Safety/Workers' Compensation (4)**

Develop and implement a human elements and safety process that is employee driven; and clarification on program funding, statutory benefits, and workability guidelines.

**Tuesday, July 18, 2017**

**Session 2: City Discipline Process (7)**

This session will provide participants with the necessary tools to effectively deal with employee problems, correct performance, and document employee behaviors; learn how to report information to OIG on any incident of criminal misconduct by any employee of the City; learn how to properly document performance and disciplinary matters and gain understanding of the civil service and grievance processes.

- Documentation (2)
- OIG (Office of Inspector General) (1)
- HEAR (2)
- Civil Service/Grievances (2)

**Tuesday, July 25, 2017**

**Session 3: HR Policy Overview – Part I**

This session will provide the essentials of key human resources functions; assist participants in understanding the City's Employee Benefits Program, and gain knowledge on City time and attendance issues.

- EEO Laws (2)
- Compensation/Classification (2)
- Time and /Attendance (Kronos) (2)
- Review (1)

## **Tuesday, August 1, 2017**

### **Session 4: Ethics (7)**

This session will provide participants with the knowledge on how to establish a framework for ethical behavior; learn concepts for confidentiality.

## **Tuesday, August 8, 2017**

### **Session 5: Resource Management (7)**

This session will provide participants with information on the art of allocating human resources, maximizing the utilization of available personnel resources to achieve organizational goals; an overview of the budget process; and examine the essential elements of managing records.

- Budget (2)
- Purchasing (2)
- Records Management (1)
- Interview/Hiring (2)

## **Tuesday, August 15, 2017**

### **Session 6: HR Policy Overview – Part II (7)**

This interactive and case study session combines a comprehensive overview of Employee Rights and Obligations, Employee Assistance Program, American with Disabilities Act, and the Family Medical Leave Act.

- ADA (2)
- EAP (1)
- FMLA (2)
- Employee Rights (2)

## **Tuesday, August 22, 2017**

### **Session 7: Conflict Resolution (7)**

This session will provide participants with the necessary tools and skills for choosing the appropriate courses of action for resolving conflict in the workplace.

## **Tuesday, August 29, 2017**

**Cancelled due to the hurricane.**

## **Tuesday, September 12, 2017**

**Cancelled due to the hurricane.**

**Tuesday, September 19, 2017**

**Session 8: Time Management (7)**

This session addresses time-saving tactics to optimize work performance and increase the organization's bottom line. The course provides time-preservation strategies to help you identify your most important tasks, deal with out-of-control meetings, avoid procrastination, deal effectively with interruptions, de-clutter your workspace, and effectively delegate.

**Tuesday, September 26, 2017**

**Session 9: Building a High Performance Team (7)**

This session will provide participants with the knowledge and tools to develop and maintain a cohesive high performance team. It examines models of team development, team roles, types of teams, and stages of team development.

**Tuesday, October 3, 2017**

**Session 10: Leadership (3)**

This session will provide participants with leadership fundamentals. It broadly examines the roles of leadership, management in our organizations, and the skills required to be an effective leader-manager.

**Emotional Intelligence (4)**

This is an assessment for participants to better understand their preferences, attitudes, and behaviors in key dimensions of management and leadership.

**Tuesday, October 10, 2017**

**Session 11: Social Awareness/Workplace Civility (7)**

This session will provide participants with practical techniques to create and maintain a positive workplace climate that embraces diversity and welcomes the contributions of all employees.

**Tuesday, October 17, 2017**

**Session 12: Delegation (7)**

This session will provide participants with the necessary tools and skills to know what, when, why, and how to delegate effectively.

**Tuesday, October 24, 2017**

**Session 13: Project Management (7)**

This session will provide participants with basic information on how to manage a project with emphasis on the definition and planning phases and to provide the opportunity to practice critical steps in the project management process.

**Tuesday, October 31, 2017**

**Session 14: Continuous Quality Improvement (Six Sigma) (4)**

This session will provide participants with the tools and techniques to improve business systems so that results will be at a higher level of quality and corresponding effectiveness.

**Tuesday, November 7, 2017**

**Session 15: Problem Solving/Decision Making (7)**

This session will provide participants with the knowledge and skills for solving compelling problems at work; ensuring decisions are aligned with the organization's objectives; and improve individual and team creativity in problem solving.

**Tuesday, December 5, 2017**

**Session 16: Leadership Communication (7)**

This session will provide participants with the communication capabilities needed to lead organizations effectively. It focuses on managerial communication skills and concepts of emotional intelligence to enhance leadership performance.

**Tuesday, December 19, 2017 (Thursday, December 21, 2017)**

**Session 17: Coaching (7)**

This session will help participants identify ways to use coaching to encourage and support employees; learn how to effectively provide feedback to increase job satisfaction and productivity.

**Session 18: Team Session Review (7)**

This session will provide participants with an opportunity to review the information given during the program, and discuss it in length, to ensure that knowledge of policies, procedures, executive orders, and leadership development has been obtained.

**Graduation: Friday, January 26, 2018**