



Human Resources Certification Programs



Learning and Organizational Development

SUPERVISION INSTITUTE

REQUIRED SESSIONS

- Customer Service
- Performance Management Process
- Workplace Ethics
- Employment Hiring/Recruitment
- True Colors
- Conflict Resolution
- Presentation Skills
- PeopleAdmin
- Kronos
- Excel
- Leave Training
- Entry/Exit Interview Process
- Rule Development Process
- Time Management
- Fair Labor Standards Act
- Policies, Rules and Regulations (PRR)
- Wellness: Life in Balance
- Intergration Change Project (ICP)



PURPOSE

The Supervision Institute provides employees operating in a supervisory role with the opportunity to develop and strengthen core skills vital to effectively supervise diverse groups of employees.

PREREQUISITES

There are no prerequisites.

REQUIREMENTS

Attend all required training workshops and completion of the ICP Presentation. All requirements must be completed within two years of taking the first workshop in the program.

REGISTRATION

Log on to www.ecu.edu/itcs/cornerstone to enroll in required workshop sessions.

INTEGRATION CHANGE PROJECT (ICP)

The Integration Change Project (ICP) is a creative project that each ECU Supervision Institute participant will complete. It involves identifying a problem or challenge in your work environment, then developing and implementing a creative solution to that problem or challenge.

This includes:

- Identifying an issue or concern within your work environment and span of control that could be improved
- Developing an action plan to address the issue and foster positive change
- Implementing change (your action plan) within your work environment

Selecting Your Project

Your project can be targeted at any issue or area of concern that is having a negative impact on your work environment. It is advisable to select a project that 1) addresses an issue or problem that you have the ability to influence, and 2) you can reasonably implement or work with management to implement.

Presenting Your Project

In order to successfully complete the Supervision Institute, you must plan and implement (or begin implementation of) an Integration Change Project. All participants must present their projects to a panel of Human Resources personnel for review. A brief three-to-five-minute oral presentation is a requirement prior to receiving a certificate of completion.

Contact

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