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MEMORANDUM

TO: Agency Directors, Boards and Commissions

FROM: Scott A. Smith, Director SAS

DATE: November 8, 2011

RE: Supervisory Training Program

As we all know, supervisors are uniquely positioned through direct daily employee contact to respond to employee needs, problems, and directly influence satisfaction. Supervisors are the direct link between management and the work force and serve a critical role in the success of state government operations.

Most of the skills and knowledge that supervisors often acquire to be successful are achieved through practice and on the job experience. However, it is also incumbent upon us as an organization to provide our supervisors with the tools to manage and the awareness of their legal responsibilities to be effective supervisors.

ADOA is required by statute and has for many years offered a Supervisory Training Program. Up to this point, the training program has focused on developing effective leaders, which of course, is a very important aspect of supervising. However, I think, and this has been confirmed from a number of you, that over the years we have moved away from the basics – the basics of being a supervisor.

As a result, the Human Resources Division (HRD) has developed with the assistance of agency training managers and agency human resources staff a new Supervisor Academy. This academy is designed to provide our supervisors with the information necessary to be effective supervisors. The academy consists of 13 modules, all of which will be offered through the Arizona Learning Center's Computer Based Training (CBT) Program beginning November 14. Each module can be completed in approximately 30 minutes. The modules are as follows:

• MGT1000 Introduction to Supervision	• MGT1003 On-boarding New Employees
• LAW1007 Americans with Disabilities Act	• MGT1004 Managing Performance
• LAW1003 Family and Medical Leave Act	• MGT1005 Day-to-Day Supervision
• LAW1004 Fair Labor Standards Act	• LAW1006 Preventing Inappropriate Behavior and Workplace Harassment
• LAW1002 Fair Employment Practices	• MGT1006 Corrective and Disciplinary Action
• MGT1001 Filling Vacancies	• MGT1007 Off-boarding Employees
• MGT1002 Interviewing and Selection	

I know that you and your staff will have a number of questions including: Do all supervisors have to attend this academy? If a supervisor has already attended previously offered supervisory training, is it necessary to attend this academy? How soon after becoming a supervisor is it necessary to attend the academy? All of these questions and more are included in the attached "Question and Answer" document.

We hope you and your staff will find the new Academy beneficial. HRD will continue to build on this Academy in the future by providing classroom training sessions and offering additional courses focused on leadership skills.

If you or your staff have any questions about the new Supervisor Academy, please contact the Arizona Learning Center at 602-364-4879.

cc: Kathy Peckardt, Human Resources Director
Marie Isaacson, Human Resources Deputy Director
Kayelen Rolfe, Manager, Workforce Services
Agency HR Managers
Agency Training Managers

Attachment

Supervisor Academy: Frequently Asked Questions (FAQ)

Q: Why is the Supervisor Academy being updated?

A: The Supervisor Academy has been redesigned to include more emphasis on the day-to-day, hands on skills needed to be a successful supervisor within State government. Supervisors will learn about the practical and legal aspects of supervision. ADOA training professionals, in consultation with human resources staff and training personnel from many State agencies, designed the new courses based on the life-cycle of an employee. The courses cover the supervisor's role and responsibilities from hiring through separation of an employee.

Q: Who is required to take the Supervisor Academy?

A: All State employees with supervisory or management responsibilities are required to complete the academy within six months of hire or promotion to a supervisor (A.R.S. §41-763). However, State employees who are interested in this subject matter or are aspiring to become a supervisor may, with their manager's approval, take any or all of the courses in this program.

Q: What courses will be offered in the Supervisor Academy?

A: Beginning November 14, 2011, the following online courses will be offered as part of the new Supervisor Academy:

- MGT1000 Introduction to Supervision
- LAW1007 Americans with Disabilities Act
- LAW1003 Family and Medical Leave Act
- LAW1004 Fair Labor Standards Act
- LAW1002 Fair Employment Practices
- MGT1001 Filling Vacancies
- MGT1002 Interviewing and Selection
- MGT1003 On-boarding New Employees
- MGT1004 Managing Performance
- MGT1005 Day-to-Day Supervision
- LAW1006 Preventing Inappropriate Behavior and Workplace Harassment
- MGT1006 Corrective and Disciplinary Action
- MGT1007 Off-boarding Employees

Q: How long will it take an employee to complete the Supervisor Academy?

A: Each of the thirteen courses in the new Supervisor Academy will take approximately 30 minutes to complete. Some courses may take a bit longer depending on the individual learner.

Q: Can an employee test out of the new Supervisor Academy?

A: Yes. After enrolling and starting each Supervisor Academy course, an employee who feels they know the material may choose to proceed directly to the final exam. Successfully completing the final exam will record a passing score in HRIS for that course, and the employee will receive credit for it.

Q: What if an employee has already completed the Supervisor Academy previously offered by ADOA or the Arizona Government University?

A: Unless an agency requires their supervisors to take the new Supervisor Academy, employees who have completed the previously offered Supervisor Academy will be "grandfathered" to meet the new program requirements.

Q: What if an employee is currently enrolled in or has partially completed the Supervisor Academy that was in place prior to the implementation of the new Academy on November 14, 2011?

A: On November 14, 2011, all employees who have taken a portion of the previously offered Academy will receive an email informing them of the new Supervisor Academy. These employees will be offered the option of completing the previously offered Academy or starting fresh in the new Academy. The employees choosing to complete the previously offered Academy will be enrolled in the remaining courses by the Arizona Learning Center staff since the previously offered courses will no longer be available for student enrollment. Once the employees complete the previously offered Academy, they will be "grandfathered" to meet the new program requirements.

Q: What if an employee has taken equivalent courses?

A: All equivalencies granted prior to the implementation of the new Supervisor Academy will be honored and those employees will be "grandfathered" to meet the new program requirements.

Q: Can an agency offer its own Supervisor Academy courses?

A: The Arizona Learning Center at ADOA is the sole provider of this mandatory training program. Agencies may offer additional supervisor training above and beyond the Supervisor Academy.

Q: Where can an employee take the Supervisor Academy courses?

A: All Supervisor Academy courses are delivered online as Computer Based Training courses through the YES website.

Q: How does an employee register for the Supervisor Academy?

A: Employees can register for and take Academy courses through the YES website. It is recommended the Academy courses be taken in the order outlined above with the first course being MGT1000 Introduction to Supervision.

For instructions on registering and taking Arizona Learning Center courses in YES, please visit http://www.hr.az.gov/LearningCenter/documents/ETS_howTo.pdf

For help logging into YES, visit https://portal.hris.azdoa.gov/CES/ces_login.jsp