



WESTERN MICHIGAN UNIVERSITY

APPA Supervisor's Toolkit – March 19-22, 2018

Hosted by **Western Michigan University** in conjunction with **MiAPPA**
Located at Radisson Plaza Hotel Downtown Kalamazoo

Hotel registration opens December 2017



Supervisor's Toolkit: Course Description

Module 1: Supervision, What Is It?

Learn to define effective facilities supervision; identify the roles and responsibilities of supervisors; and understand four key functions of supervision.

Module 2: It's More Than "Adminis-trivia."

Learn to understand the supervisor's role in administering organizational policy and procedures; recognize the legal considerations in the facilities environment; and gain an awareness of resource management.

Module 3: Communication, Let's Talk!

Identify barriers to effective communication; demonstrate communication skills; and understand your role in the communication process.

Module 4: If It Weren't for the People.

Understand the importance of developing and maintaining effective relationships with others in the workplace; examine the different types of relationships that exist in the workplace; and identify strategies and skills for improving relationships with others.

Module 5: Motivation and Performance.

Identify methods of training and developing employees; ascertain methods of positive reinforcement; and understand the importance of performance management and evaluation.

Module 6: Customer Service Triangle.

Learn to create a basic understanding of the three major aspects of customer service process, experience, and recovery; examine the role of the supervisor in customer service; and help participants identify areas for improvement in service delivery in their organizations.

Module 7: Leadership-Tools for Success.

Master techniques to understand critical elements of leadership; transition from managing, to managing and leading; and understand your own preferred leadership style.

COURSE REGISTRATION

Registration for the APPA Supervisor's Toolkit is free of charge as it is underwritten by MiAPPA.

Course materials, daily breakfast, lunch, and break items are included during the training.

Only expenses incurred by the participant are travel, hotel and miscellaneous meals associated with travel days.

Facilitated by
Lindsay Wagner
Independent facilities management consultant

Course registration deadline is Feb. 16, 2018

**Inquiries regarding the Toolkit should be directed to:
Doreen Brinson at doreen.brinson@wmich.edu or by calling 269-387-8595**

Course Registration Form - Deadline is 2/16/18

Name:

Phone:

Title:

Email:

Institution:

*Please return registration form to:
doreen.brinson@wmich.edu