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**Date:** August 5th -7th, 2024

**Time:** 8:00 am – 5:00 pm approximately

**Location:** University of Oregon, Eugene, Oregon

**Room:** Chiles 125A and B

**Facilitator:** Jason Wang – Senior Director, Physical Plant Manager, California State University Northridge

**Day 1**

**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 Administrivia**

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.

**Day 2**

**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.

**Day 3**

**Module 6 - Customer Service Triangle**

Learn to create a basic understanding of three major aspects of customer service which include 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 - Supervisors as Leaders**

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

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