



## APPA Supervisor's Toolkit

During MiAPPA Winter 2025 Conference hosted by  
Michigan State University  
[ipf.msu.edu/miappa-2025](http://ipf.msu.edu/miappa-2025)



**DATES and TIMES:** Wednesday and Thursday, Feb. 12 & 13, 8 a.m. - 4 p.m.  
Friday, Feb. 14, 8 a.m. - 12 p.m.

**LOCATION:** Kellogg Hotel and Conference Center, Conf. Room 62, East Lansing, MI

**FACILITATORS:** Reid Joiner and Jim Steingreaber, Jr., MSU Residential Education and Housing Services

**COST:** \$575 per person - includes materials, breakfast and lunch Wed. and Thur., and breakfast on Fri.  
Dinner events Wednesday and Thursday available at additional costs

### REGISTER BY JANUARY 10, 2025

#### DESCRIPTION:

**Supervisor's Toolkit** has been specifically designed to meet the needs of the facilities management professional. It is a structured, open-ended, and pragmatic approach to developing supervisors. It is not so much a teaching program as a development process, designed to help supervisors realize both personal and professional growth.

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**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.

- Define effective facilities supervision
- Identify the roles and responsibilities of supervisors
- Understand the foundational skills for effective 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.

- Understand the impact of *your* behavior and conduct as a supervisor
- Understand your role as a supervisor in administering organizational policy and procedures
- Recognize the legal considerations in a facilities environment and supervisor accountability

**Module 3: Communication, Let's Talk!** Identify barriers to effective communication; demonstrate communication skills; and understand your role in the communication process.

- Recognize that communication is a two-way process
- Understand your role as the sender in designing and delivering a message
- Understand your role as the receiver 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.

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**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.

- Identify methods of positive reinforcement
- Identify methods of training and developing employees
- Understand the importance of performance management and coaching

**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.

- Create a basic understanding of three major aspects of customer service: Process, Experience and Recovery
- Examine the role of the supervisor in customer service
- Help participants identify areas of 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.

- Transition from supervising to supervising and leading
- Understand critical elements of leadership
- Understand your own preferred leadership style