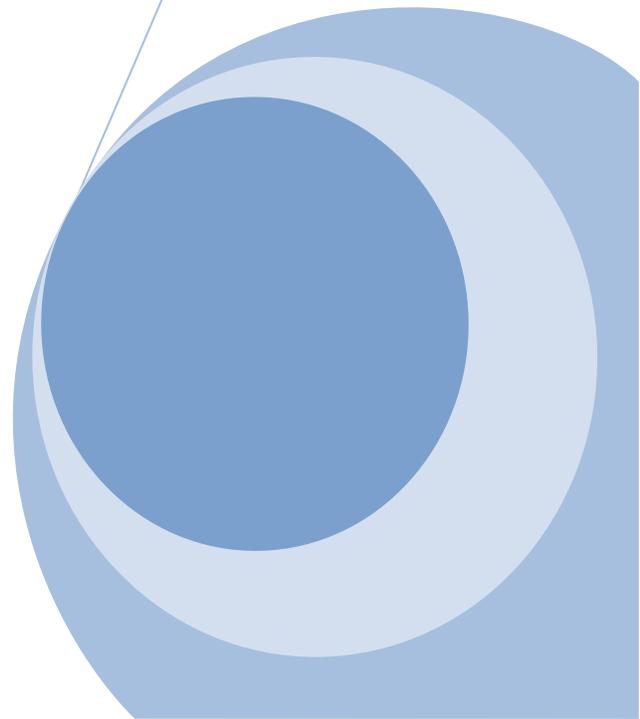
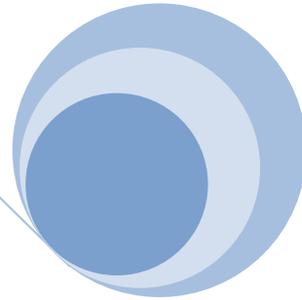
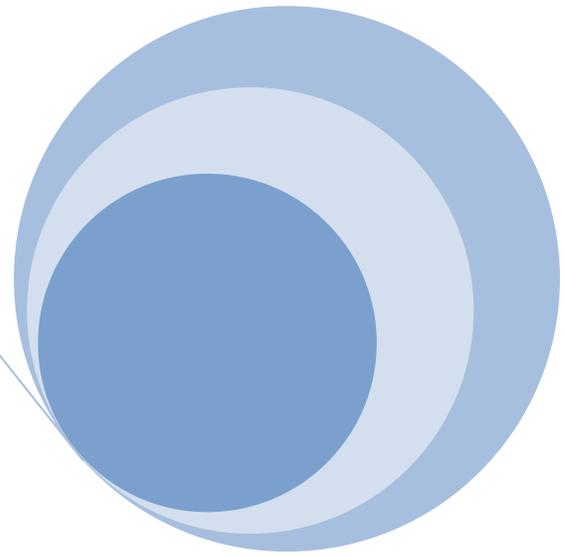




INTERNATIONAL  
**TRADE**  
ADMINISTRATION

# ITA Supervisory Leadership Development Program for New Supervisors

## Course Descriptions





## **ITA Supervisory Leadership Development Program for New Supervisors**

The Supervisory Leadership Development Program is mandatory for all newly appointed first time supervisors. This leadership program is designed to develop supervisors into effective and responsible leaders. The program will play an integral part in ITA's Human Capital succession plan by identifying and closing the skills gaps, so that ITA continues to build a cadre of strong and effective leaders. It will provide targeted and systematic leadership competency development to successfully transition newly appointed supervisors into leadership positions. For more information on this program, please call Daniel Shaw in the CFO Admin, Office of Strategic Resources, at 202-482-1751.

### **Course Descriptions**

#### **Introduction to HR & Administrative Processes**

##### **Recruitment & Staffing**

In this course, supervisors will learn about the recruitment/staffing process. Understanding the mechanics of the recruitment process, i.e., understanding the steps involved in the actual hiring of an employee. Knowing this process is very important to a successful hire. It is important that supervisors understand the Federal recruitment process.

##### **Employee Relations/Performance**

In this course, supervisors and managers will explore various employee relations issues they may face on a daily basis. They will learn to identify critical situations that require prompt attention. Experienced ELR Specialists will teach useful techniques to better manage leave abuse, employee probationary periods, poor performance, misconduct, EEO complaints and grievances.

##### **Safety**

In this course, supervisors will learn important information about property management and safety. They will learn how to protect government property and sensitive information, and develop a greater understanding of how ITA's Property Management Network tracks accountable property. They will also learn about the HCHB's safety requirements and about what the Department and ITA are doing to protect our employees in the event of an emergency.

#### **Supervisory Leadership**

##### **Team Building**

This course will help the supervisor to help his/her employees to develop a "one for all, all for one" mentality. The supervisor will explore some motivational techniques to apply from the get-go so that potential problems are averted. The supervisor will learn how to promote and maintain a creative and productive atmosphere.

### **Coaching**

In this course, the supervisor will learn to take his/her employees from adequacy to excellence. Supervisors will explore four coaching styles, and the methodology to use them all. They will also discover techniques to overcome employee resistance.

### **Written Communication**

This course will teach supervisors lessons on how to link his/her writing to its purpose, how to modify his/her writing for different readers and audiences and how to approach his/her content in a manner that supports the message type.

### **Oral Communication**

This course will examine various aspects of successful communication strategies and skills. Supervisors will analyze the strategies of nonverbal communication, listening, assertive communication and writing and learn how to apply these strategies appropriately, thus being able to communicate more clearly and more effectively.

### **Conflict Management**

Supervisors can learn the ways of differentiating and applying approaches that are concerned with resolving the roots of the conflict by finding structural remedies to prevent the conflict occurring in the future.

### **Problem Solving**

In this course, supervisors will learn the skills necessary to first set the stage for group problem solving and decision making by recognizing the components of an effective team. Supervisors will explore valuable strategies for improving group effectiveness, strategies that will enable you to move past groupthink and other obstacles and on to team productivity.

### **Leading People**

In this course, supervisors will learn how to enable his/her employees by providing more choices and fostering competence. This course will also assist supervisors in discovering common aspirations, improving his/her interpersonal skills; communicating his/her passion and making his/her vision tangible.

### **Leading Change**

Leaders are individuals who triumph during times of turbulence, conflict and change. They look for ways to change the status quo, to challenge the accepted and to create something new. A knowledge of how to challenge processes, a realization of the attitudes and behaviors that accompany change and a willingness to do the necessary work is all it takes. Supervisors will learn about each of these areas in this course which will teach him/her how to lead through change.

### **Managing Employee Performance**

This course gives sound practical advice about how to handle the appraisal of someone who is a consistently poor performer. Appraisees aren't always passive recipients of their manager's assessments, so this course prepares managers for the more difficult reactions they will encounter. All this will make the appraisal meeting a practical and successful event. But to make it purposeful, a manager must develop better performance in her employees.

### **Project Management**

This course will enable someone who is not a professional project manager to learn the fundamentals of project management so he will be able to manage projects related to his area of responsibility within the organization.

### **Budgeting for the Non-Budgeting Professional**

Every manager needs a basic understanding of how to plan, use, and monitor adherence to a budget. Addressing the needs of your own budget process will help you support the financial processes and goals of your organization as a whole. In this course, non financial managers will learn the concepts and techniques vital to the budget process, including: forecasting revenue and expenses; choosing the best kind of budget strategy and progressively measuring the success of your plan through the use of variance reports.