



U.S Fish & Wildlife Service

# National Conservation Training Center

## *Course Description*

### BLM/FWS/NPS Supervisory Skills Workshop

BLM-TC-1430-53/FWS/NPS-SUPSKILLS

#### Target Audience

New supervisors in their 12-month probationary period. (Note: If a Bureau elects to exempt other higher-graded employees from the 3-day "Supervisory Skills Workshop", alternative supervisory training can be identified and substituted by that Bureau).

#### Summary and Objectives

The Supervisory Skills Workshop is worth 36 hours of training if you have taken the 8 pre-requisite online courses. (24 hours for attending the in class workshop and 12 hours for completing the online courses).

Upon completion of this course, participants will be able to:

- Identify steps to promote employee engagement.
- Identify barriers to inclusion in leveraging diversity and define strategies to overcome them.
- Demonstrate the ability to discuss performance requirements as outlined in the EPAP with the employee.
- Plan an approach to address any conduct and/or performance based action.
- Demonstrate effective coaching skills with an employee with a performance deficiency.
- Demonstrate effective coaching skills to correct employee misconduct.
- Given a rubric and feedback sheet, use peer and self-review to evaluate the contributions of group members.
- Develop ID support developmental needs.
- Describe the 4Rs of Conflict Management. (Recognize, Respond, Resolve, Reflect)
- Recognize behaviors that escalate/de-escalate conflict.
- Demonstrate the ability to resolve conflict appropriately and at the earliest possible stage.
- Demonstrate ability to coach in a conflict resolution situation.
- Identify departmental resources available for conflict management assistance including HR CADR, an EEO staff.

#### Special Requirements:

You must complete 8 online training courses prior to attending the training. This is extremely important and the success of your class learning team will be affected if you have not completed them. If you have already completed them, do not attempt a retake; you can, however, review the material.

#### Curriculum Category

Conservation Policy

#### Course Type

Instructor Led

#### Tuition

\$796

#### Instructional Hours

32

#### Credits/ CEUs

3.0

#### College Credits

2 semester hours

#### Course Contact

Paula Elder:

[Paula.Elder@fws.gov](mailto:Paula.Elder@fws.gov)

#### Course Frequency

Multiple per year

#### Registration Link

[DOI Talent](#)