



SUPERVISOR'S TOOLKIT

NUTS AND BOLTS OF FACILITIES SUPERVISION

November 29 — December 2

On behalf of Rocky Mountain APPA (RMA) and Montana State University Bozeman, we will be offering the **APPA Supervisor Toolkit**, Nov. 29th – Dec. 2nd.

The **APPA Supervisor Toolkit** is the opportunity to learn and network with colleagues from different colleges and campuses in the Rocky Mountain region.

Registration

The cost for the Supervisor's Toolkit is **\$360** per person and this includes your materials, breakfast and lunch. *Travel, lodging, transportation, parking, etc. are NOT covered by the registration fee.*

Register online through APPA starting Oct. 31, 2022 at the following link:
www.appa.org/continuous-learning/supervisors-toolkit/

If you encounter any problems registering, please contact Billie Zidek at Billie@appa.org.

Lodging

Holiday Inn Express Hotel & Suites
Bozeman West – 2305 Catron St, Bozeman

Best Western Plus Grantree Inn –
1325 N 7th Ave, Bozeman

Hilton Garden Inn Bozeman –
2023 Commerce Way, Bozeman

**The hotels are off campus and not within walking distance (approximately 3.5 miles away).*

Details

Montana State University, Bozeman

Strand Union Bldg, Ballroom C
Located across W. Grant St. (near parking garage)

Building information: www.montana.edu/sub/

Nov. 29 - Dec. 1 8:00 a.m. - 5:00 p.m.

Dec. 2 - 8:00 a.m.- 12 noon

Campus Map:

www.montana.edu/campusmap/#!/

Parking

For those who need parking, you can park in the MSU Parking Garage on S. 7th Ave., for \$12 a day and is NOT included in your registration cost.

A parking map and more details can be found online at the following link:

www.montana.edu/parking/directions.html



SUPERVISOR'S TOOLKIT

MODULE OVERVIEW

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.

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 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.

