



# SUPERVISOR'S TOOLKIT

NUTS AND BOLTS OF FACILITIES SUPERVISION

September 12 – 14

On behalf of Rocky Mountain APPA (RMA) and the University of Wyoming, we will be offering the **APPA Supervisor Toolkit**, Sept. 12–14.

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 **\$475** per person and this includes your Conference Registration, materials and the meals listed. *Travel, lodging, transportation, parking, etc. are not covered by the registration fee.*

Registration will be limited to 30 participants for the Supervisor's Toolkit.

Register online at:  
[uwyo.edu/RMA2023/registration/](http://uwyo.edu/RMA2023/registration/)

Breakfast is available from 7 a.m. - 8 a.m.  
Toolkit begins at 8 a.m.

Sept. 13 participants will be able to attend Keynote speaker

Registration includes evening activities Sept. 11-13

*Cancelation information is located online at [uwyo.edu/RMA2023/registration](http://uwyo.edu/RMA2023/registration). RMA is not responsible for any travel or lodging charges incurred.*

## Details

### University of Wyoming Conference Center

Located in the Hilton Garden Inn,  
2221 Grand Ave., Laramie, WY 82070

Sept. 12-13 – 8 a.m. - 5 p.m.\*  
Sept. 14 – 8 a.m. - 3 p.m.\*\*

### Parking

Parking at the UW Conference Center is free. Please note, parking in other areas of the University of Wyoming campus requires payment. Parking and transit maps can be found at: [uwyo.edu/tps](http://uwyo.edu/tps)

### Lodging

Hilton Garden Inn Laramie  
2229 Grand Ave, Laramie, WY 82070

Holiday Inn Laramie  
204 N 30th St, Laramie, WY 82070

Hampton Inn Laramie  
3715 Grand Ave, Laramie, WY 82070

\*Breakfast, Lunch and Dinner provided  
\*\* Breakfast and Lunch provided

# 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.



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