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: https://rmanmsu.com/
Breakfast is available from 7am - 8am
Toolkit begins at 8 am

Participants will be able to attend Keynote speaker and breakout sessions

Registration includes evening activities Sept. 17-18

Cancellation information is located online at https://rmanmsu.com/. RMA is not responsible for any travel or lodging charges incurred.

**New Mexico State University**
Las Cruces Convention Center
680 E. University Ave, Las Cruces, NM 88001

Sept.15 – 8am -1pm.*
Sept. 16-17 – 7am – 5pm**

Parking
Parking at the Las Cruces Convention Centers free.

Lodging
Courtyard by Marriott
456 E. University Ave, Las Cruces, NM 88005

Holiday Inn Express Hotel & Suites
2635 South Valley Dr
Las Cruces, NM 88005

Additional Hotels Nearby:
https://rmanmsu.com/

*Breakfast provided
** Breakfast, Lunch, Dinner provided
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.