



SUPERVISOR'S TOOLKIT

NUTS AND BOLTS OF FACILITIES SUPERVISION

September 15 – 17

On behalf of Rocky Mountain APPA (RMA) and New Mexico State University, we will be offering the **APPA Supervisor Toolkit, Sept. 15–17.**

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:

<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

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

Details

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

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.

