



Supervisory Skills for the Industrial Workplace

PROGRAM OUTLINE

PROGRAM GOAL AND OUTCOMES

Program Goal

To provide students with a clear understanding of leadership and management responsibilities in an industrial workplace. This certificate program is designed to support the development of a student with strong industry knowledge and experience into a top-performing leader.

Program Outcomes	Courses	Evidence of Learning
Define the necessary skills for supervision and leadership	SPV011: Introduction to Supervisory Skills	Multiple-choice lesson exams
Develop communication, leadership, and performance management skills to direct a successful team	SPV002: Leading Teams for Optimal Performance	Multiple-choice lesson exams
Develop organizational skills, customer service skills, and the ability to measure results	SPV003: Building Organizational Skills and Measuring Results	Multiple-choice lesson exams
Develop the mindset and problem-solving skills to overcome obstacles and use conflict to stimulate growth	SPV004: Problem-Solving Skills and Conflict Management	Multiple-choice lesson exams
Identify and implement the best practices to be implemented for efficient and safe manufacturing	SPV005: Lean Manufacturing and OSHA Administration	Multiple-choice lesson exams

PROGRAM STRUCTURE

SPV011: Introduction to Supervisory Skills

Lesson 1	Starting Your Program
Lesson 2	Supervision and Leadership

SPV002: Leading Teams for Optimal Performance

Lesson 3	Communication for Supervisors
Lesson 4	Leadership and Interpersonal Skills for Supervisors
Lesson 5	Personnel and Performance Management for Supervisors
Lesson 6	Team Building for Supervisors

SPV003: Building Organizational Skills and Measuring Results

Lesson 7	Organization and Time Management for Supervisors
Lesson 8	Internal and External Customer Service
Lesson 9	Results-Driven Supervisors
Lesson 10	Cost Accounting to Track Progress and Cost

SPV004: Problem-Solving Skills and Conflict Management

Lesson 11	Problem Solving for Supervisors
Lesson 12	Critical Thinking for Supervisors
Lesson 13	Conflict Management for Supervisors

SPV005: Lean Manufacturing and OSHA Administration

Lesson 14	Lean Manufacturing Basics
Lesson 15	Manufacturing Efficiency and Effectiveness
Lesson 16	OSHA Administration for Supervisors

COURSE DESCRIPTIONS AND OBJECTIVES

SPV011: Introduction to Supervisory Skills

In this course, you'll focus on two things: learning how to move through your program and an introductory lesson to your Supervisory Skills program.

In your first lesson, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful.

In your second lesson, you'll learn more background on a supervisor's roles and responsibilities. This includes an overview of effective leadership and identifying responsibilities and potential challenges or opportunities that might appear in the role.

By the end of this course, you'll be able to do the following:

- Identify skills needed to be a confident and independent online learner
- Define the significance of a supervisor, including key opportunities available in the industrial sectors

SPV002: Leading Teams for Optimal Performance

Leading teams is a key skill for supervisors. However, this isn't one skill, but a mix of many skills. For example, to be a good supervisor you need great communication and leadership skills. This includes everything from writing clear emails to creating incentives that motivate your team. You also must be able to recruit new workers and provide guidance, support, and discipline to your team. Leading Teams for Optimal Performance will help you build these vital skills and set you and your team up for success.

By the end of this course, you'll be able to do the following:

- Communicate effectively in a supervisory role
- Develop effective leadership and interpersonal skills to succeed in a supervisory position
- Develop the skills required to successfully hire, manage, and terminate employees
- Discuss how to create successful working relationships among team members

SPV003: Building Organizational Skills and Measuring Results

A critical part of being an effective supervisor is making sure you are keeping the goals of your department, your company, and your customers in mind. However, balancing these goals isn't always easy. This course can help you build the skills you need to stay organized and serve customers well. It will also help you to track your progress and become more results-driven. By staying focused on the right target and measuring your progress, you can help your department—and your company—achieve success.

By the end of this course, you'll be able to do the following:

- Develop skills for effective organization and time management for your team
- Create and maintain high standards of customer service
- Develop and maintain the skills to be a results-driven supervisor
- Define fundamentals of cost accounting and how it helps a team's success

SPV004: Problem-Solving Skills and Conflict Management

No supervisor wishes for problems or conflict. But, problems and conflict are common in many workplaces. It's up to you to make the most of them. While many people think problems and conflict are always bad, handling these issues well can lead to better operations. For example, good problem-solving skills can help you turn a problem into a better way of doing things. Likewise, resolving conflicts effectively can clear the air and keep your team working together well. This course will help you build the skills and the mindset needed to resolve both problems and conflict effectively, so you can make positive contributions to both your team and your company.

By the end of this course, you'll be able to do the following:

- Practice problem-solving steps to help overcome obstacles and ensure your team's success
- Exercise critical thinking to maximize your team's skills
- Resolve conflict effectively

SPV005: Lean Manufacturing and OSHA Administration

As a supervisor, worker safety is critical. No one wants to see a team member get hurt or suffer a permanent injury. Your team will look to you to set the tone for both safety and effectiveness. This course will help you measure manufacturing results and improve operations. One way to improve operations is applying lean manufacturing, and you will define some basic lean principles. You'll also define some of the safety practices you need to know and teach your team to comply with worker protection laws.

By the end of this course, you'll be able to do the following:

- Define the basics of lean manufacturing
- Improve the efficiency and effectiveness of your manufacturing operations
- Develop awareness of OSHA regulations and how compliance will benefit your team

Note: The titles of your learning materials may be different from those listed on your program outline. There is no need to call your instructor about these differences. While the titles of certain learning materials may differ, the educational content is the same. All learning materials are designed to give you the finest education in your field. If you need instructional assistance, however, be sure to call for help. We reserve the right to revise the program of study and the instructional materials and to substitute for the items of equipment offered.