

Registration form

**BASIC SUPERVISION CEU Training Course \$100.00
48 HOUR RUSH ORDER PROCESSING FEE ADDITIONAL \$50.00**

Start and Finish Dates: _____

You will have 90 days from this date in order to complete this course

Name _____ **Signature** _____

I have read and understood the disclaimer notice on page 2. Digitally sign XXX

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Phone:
Home () _____ **Work ()** _____

Operator ID # _____ **Exp. Date** _____

Class/Grade _____

Please circle/check which certification you are applying the course CEU's.

Water Treatment ___ Water Distribution ___ Other _____

Collections ___ Wastewater Treatment _____

**Technical Learning College TLC PO Box 3060, Chino Valley, AZ 86323
Toll Free (866) 557-1746 Fax (928) 272-0747 info@tlch2o.com**

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DISCLAIMER NOTICE

I understand that it is my responsibility to ensure that this CEU course is either approved or accepted in my State for CEU credit. I understand State laws and rules change on a frequent basis and I believe this course is currently accepted in my State for CEU or contact hour credit, if it is not, I will not hold Technical Learning College responsible. I also understand that this type of study program deals with dangerous conditions and that I will not hold Technical Learning College, Technical Learning Consultants, Inc. (TLC) liable for any errors or omissions or advice contained in this CEU education training course or for any violation or injury caused by this CEU education training course material. I will call or contact TLC if I need help or assistance and double-check to ensure my registration page and assignment has been received and graded.

You can obtain a printed version of the course manual from TLC for an additional \$89.95 plus shipping charges.

Grading Information

In order to maintain the integrity of our courses we do not distribute test scores, percentages or questions missed. Our exams are based upon pass/fail criteria with the benchmark for successful completion set at 70%. Once you pass the exam, your record will reflect a successful completion and a certificate will be issued to you.

Rush Grading Service

If you need this assignment graded and the results mailed to you within a 48-hour period, prepare to pay an additional rush service handling fee of \$50.00. This fee may not cover postage costs. If you need this service, simply write RUSH on the top of your Registration Form. We will place you in the front of the grading and processing line.

For security purposes, please fax or e-mail a copy of your driver's license and always call us to confirm we've received your assignment and to confirm your identity.

Thank you...

Do not solely depend on TLC's Approval list for it may be outdated.

All downloads are electronically tracked and monitored for security purposes.

Some States and many employers require the final exam to be proctored.

<http://www.abctlc.com/downloads/PDF/PROCTORFORM.pdf>

Supervision Answer Key

Name _____

Phone# _____

You are solely responsible in ensuring that this course is accepted for credit by your State. Did you check with your State agency to ensure this course is accepted for credit? **No refunds.**

Method of Course acceptance confirmation. Please fill this section
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Website __ Telephone Call __ Email ____
Spoke to _____

Did you receive the approval number, if applicable? _____

What is the course approval number, if applicable? _____

Chapter 1 **Making the Change - Becoming a Supervisor**

1. Scenario: Mary has an idea of changing an office procedure to improve customer service. You do not think that her idea will work in your area. Mary is an excellent employee and is very sharp. Her last idea was that you should apply for the supervisor's position and supported you. How would you handle this situation?

The entire assignment is available on TLC's Website in a Word document format for your convenience.

2. How can you discipline for lateness when you arrive for work late?

3. Scenario: You have been leaving 1 hour early each and every Friday to deliver records to the main office and will usually spend an additional 2-3 hours late because of procedures. One Friday, you left early as usual and realized that you had forgotten an item at the office. You return to your office and realize that Pat and Mary have left also.

Monday morning you ask the both of them why did they leave work early on Friday and they reply “they follow you lead and leave early on Friday too”. How do you respond?

4. Scenario: After 5 years of service Bill, tells you that Pat is stealing supplies but doesn't want you to expose his name. You believe that Pat is an honest employee and do not follow through or say anything to Pat.

A week later, your supervisor tells of an anonymous tip and that you must terminate Pat for stealing supplies. You call Pat in the office and shut the door. You ask her if she is involved in any wrongdoing. She says “yes”, she was dating Bill but broke the relationship off because it was affecting her job performance. She explained that Bill was trying to get even with her, but didn't know what activity he was up to. Your supervisor wants a response from you.

5. Scenario: After defending Pat on the thief charges to your Supervisor, the Supervisor wants you to describe a past failure of yours and how that failure has made you a better supervisor.

Your supervisor wants you to form an opinion on if a supervisor can make decisions and make mistakes or if it is a better policy that all supervisors' decisions should be made at the executive level instead.

6. How hard will this task be for you to complete? List some of the pitfalls or problems you may encounter?

7. Is there someone that works for you now that you can think of that you have not had a good relationship with in the past? As you think of this person, list the ways that you can create an environment for a change in that relationship?

8. Create a sense of team spirit – share your unit and departmental goals with your people and ask for their assistance in meeting those goals.

How can you foster a sense of team spirit among your employees?

9. What ways can you bring together the ideas and suggestions of your employees?

10. Identify a mentor or a person that you can bounce ideas off of and describe why this person is important to you?

“Just do it”, said the supervisor. “Why?” Asked the employee. “Because I said so!” Came the reply.

11. What happens when the supervisor leaves the work site?

12. How do the employees react while this supervisor is at the job site?

13. What happens to this type of interaction during an emergency situation?

14. What happens if the employee disagrees?

15. Identify a supervisor that you respect and the management style or styles this person uses to supervise.

Chapter Two
Your Role as a Supervisor
Aggressive or Passive Supervisors...

16. What are some of the unexpected things that you are likely to encounter in your current job?

17. What are some of the unexpected thing that you are likely to encounter in your current job?

18. What are some things that you can do to plan for those unexpected things on your list?

19. What are some things that you can think of in your work life that need to be better organized?

20. Are there some things that you have been putting off doing? If so, list some of them below:

21. What steps do you need to take personally after looking at these questions?

Chapter Three

Leadership in Decision Making and Problem Solving

Step 1: Make a list of all the possible courses of action.

22. List all of the things that are possible with the situation. Even if they seem ridiculous now, put them down on paper.

Step 2: Review the reasons you are making this decision.

24. As you review the reasons for making this decision, do so objectively. Try not to rationalize and defend your own point of view. Look at all options first and then make the decision.

Step 3: Weigh the good and bad consequences that can happen because of each possible action.

25. The outcome, although it is the proper thing to do at the time, may not always be positive. Think of ways to curb the lack of buy-in from your employees before you announce the decision.

Step 4: Add any new actions that may have come as a result of Steps 2 and 3.

26. After you have made any changes because of this process, make sure the Do Nothing choice is one possible action. Sometimes the result to a problem is to do nothing. Some things are a result of the natural interaction between people and they will work themselves out of it if left alone. What are some things that you thought of in this process that you would need to add now?

Step 5: Now, make the decision and make plans to reduce the risks that may show up because of the decision.

27. What are some of the risks that may show up after the decision is made and announced to your employees?

Problem Solving

1. Define the problem.

28. What is the problem and who are the players or those affected by the problem. Think of a current problem and write it below.

2. Think of all possible solutions and make a list.

29. What are the possible solutions for this problem? Often times there are more than one proper solution to a given problem. What are some possible solutions?

3. Consider all the possible solutions and select the best one.
30. Which one would you select and why?

4. Put the solution into action.

31. Again, what are some of the obstacles to putting the action in place? How would you put the solution into action?

5. Evaluate the outcome.

32. Evaluation is the only way to determine if something is working or not. Think of the following as you evaluate something new.

Has the outcome to this point been a positive or negative one?

Steps in Decision Making

33. Make a list of all possible courses of action. Step 1

34. Review the reason you are making this decision. Step 2 (Be objective)

35. Weigh the good and bad consequences that can happen because of each possible action. Step 3

36. Add any new actions that may have come up because of Step 2 and 3. Then review the total list including the Do Nothing choice. Step 4

37. Now, make the decision and plans to reduce the risks that may show up as a result of the decision. Step 5

Guides to Problem Solving

38. Define the problem.

39. Think of all possible solutions and make a list.

40. Consider all the possible solutions and select the best one.

41. Put the solution into action.

42. Evaluate the outcome.

43. Positive Outcome.

44. Negative Outcome.

Chapter Four
Communication Skills

45. Can you think of other barriers?

46. What are your barriers and pet-peeves?

47. "This job is boring and I am tired of working for peanuts."

48. "Why does she get all the good jobs?"

49. "I feel confused by your constant changing of job priorities."

50. "Listen to me, this will never work."

51. Where do your personal values come from?

52. Who are you really and your purpose?

53. What things are your employees doing, or are they about to do, that you need to learn when you get back to the office?

Chapter Six

Conflict Management and the Management of Agreement

54. Write down these thoughts below.

55. How did things turn out in this situation?

Chapter Seven
Team Building

56. With these team characteristics in mind, how well can you function in a team:

57. Would your employees say that they function as a group or a team:

58. If they would say that they function as a group, what things could you do as the supervisor to change this?

59. What are your advantages to being a supervisor and why?

60. What are your disadvantages to being a supervisor and why?

Please add any commentary

Please fax the answer key to TLC Western Campus Fax (928) 272-0747

Always call us after faxing the paperwork to confirm that we've received it.

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Please e-mail or fax this survey along with your final exam

**BASIC SUPERVISION CEU COURSE
CUSTOMER SERVICE RESPONSE CARD**

NAME: _____

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PLEASE COMPLETE THIS FORM BY CIRCLING THE NUMBER OF THE APPROPRIATE ANSWER IN THE AREA BELOW.

1. Please rate the difficulty of your course.
Very Easy 0 1 2 3 4 5 Very Difficult
2. Please rate the difficulty of the testing process.
Very Easy 0 1 2 3 4 5 Very Difficult
3. Please rate the subject matter on the exam to your actual field or work.
Very Similar 0 1 2 3 4 5 Very Different
4. How did you hear about this Course? _____
5. What would you do to improve the Course?

How about the price of the course?

Poor _____ Fair _____ Average _____ Good _____ Great _____

How was your customer service?

Poor _____ Fair _____ Average _____ Good _____ Great _____

Any other concerns or comments.
