



# Commonwealth of Pennsylvania

## Overview of Supervisory/Management Training Offerings

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# ➤ Mandatory Instructor-led Trainings

**All supervisors are required to receive the following instructor-led trainings within six months of becoming a supervisor:**

- Absence Management for Supervisors
- Classification Training for Managers and Supervisors
- Disability-Related Training for Supervisors & Managers
- Employee Performance Review
- Fundamentals of Supervision
  - Customer Service for Supervisors
  - Leadership for Supervisors
  - Creative Problem Solving for Supervisors
- Labor Relations for Supervisors
- Sexual Harassment Awareness and Prevention
- State Employee Assistance Program (SEAP) and SEAP Fitness for Duty

# Mandatory Web-based Trainings

All supervisors are required to receive the following web-based trainings within six months of becoming a supervisor:

- Absence Management for Supervisors (*Pre-requisite to instructor-led training and to be taken every two years thereafter*)
- Fundamentals of Supervision (*Once*)
  - Delegation
  - Diversity in the Workplace
- Safety Training (*Once*)

*Items in parentheses indicate how frequently the course is required to be taken.*

## ▶ Other Supplemental Training

**The Keystone Academy for Learning (KAL) offers a variety of courses to help expand current skills and develop new ones.**

**In addition to the mandatory courses, the following classes are (or have been) offered to supervisors/managers and/or leaders:**

- How to Conduct an After Action Review
- DiSC Fundamentals: Understanding Employee Behavior
- Developing Others
- Effectively Leading Workgroups
- Essential Skills of Communicating
- Emotional Intelligence
- Employee Engagement
- Essential Skills of Leadership
- Leading with Integrity: The Key to Unlocking Your Credibility & Professionalism
- Myers-Briggs (MBTI): Introduction to Personality Types
- Positive Response to Change
- Positivity: The Pathway to Purpose & Productivity
- Providing Constructive Feedback
- Selection Interview Techniques

## Contact Information

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