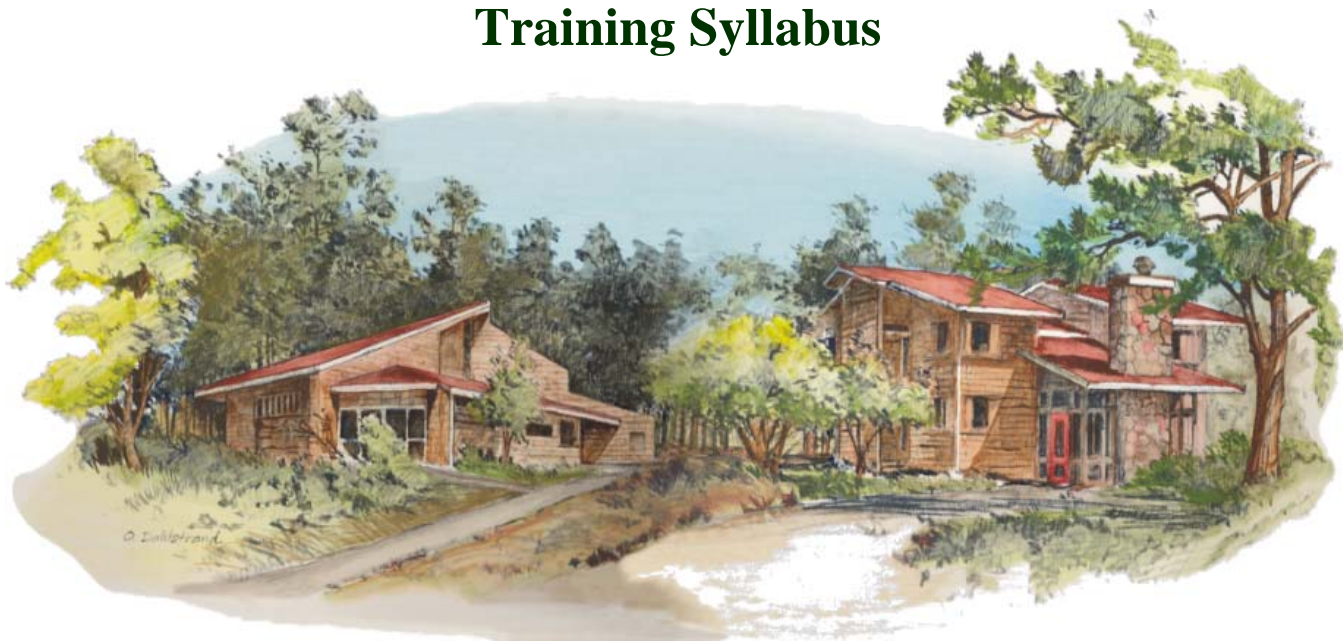


# Supervisory Refresher

February 22-25, 2010

## Training Syllabus



William Penn Mott Jr. Training Center



# Memorandum

**Date:** February 4, 2010

**To:** Supervisor

**From:** Department of Parks and Recreation  
William Penn Mott Jr. Training Center

**Subject:** Employee Attendance at Formal Training

An employee from your office will soon be attending the formal training program described in the attached. Please insure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work.

You can assist with capturing the full value of the training by taking the following steps:

### Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

### Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

### Prior to Three Months Following Training

1. Employee after discussion with the supervisor login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and login to the ETMS to complete the Training Effectiveness Assessment form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Tina Williams  
Department Training Officer

Attachment

cc: Participant

## **TABLE OF CONTENTS**

Formal Training Guidelines .....	1
Travel Directions and Map .....	4
Program Attendance Checklist.....	5
Post-Training Assignment .....	6
Agenda.....	7
Program Outline .....	8
Learning Goals.....	9

***Mission Statement  
Training Section***

***The mission of the Training Section is to improve organizational and individual performance through consulting, collaboration, training and development.***

## **TRAINING SECTION STAFF**

Tina Williams..... Department Training Officer  
Pat Bost ..... Office Manager  
Joanne Danielson ..... Academy Coordinator  
Chuck Combs..... Training Specialist  
Sara M. Skinner ..... Training Specialist  
Dave Galanti ..... Training Specialist  
Karyn Lombard..... Training Specialist  
Connie Breakfield..... Cadet Training Officer  
Matt Cardinet..... Cadet Training Officer  
Pamela Yaeger ..... Assistant Program Coordinator  
Edith Alhambra..... Assistant Program Coordinator  
Bill Spencer ..... Assistant Program Coordinator  
Eric Marks ..... Assistant Program Coordinator

## THE MISSION

*of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.*



## FORMAL TRAINING GUIDELINES

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Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including Marconi Conference Center. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources.
3. **TRAVEL:** Arrange your travel to and from the training site through your District or Office. (No reimbursement for travel expense – including per diem costs – will be approved for travel not specifically authorized in advance by the District

Superintendent). Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6.

4. **TRAINING LOCATION AND HOUSING:** This training is being offered at the Lake Perris SRA. Housing in a local lodging facility will be assigned to you **on a pre-approved basis only** and will be available from 3:00 p.m. on the date of arrival to 10:00 a.m. on the date of departure. Specific details regarding lodging and specific class location will be forwarded to you at a later date. The Department provides your room and board expenses at the designated lodging facility only. No per diem allowance will be authorized for living at an alternative site. This does not preclude living elsewhere at your own expense. Overnight guests are not allowed.
5. **HOUSING CANCELLATION POLICY:** If you do not need lodging or must change or cancel your reservation, you must contact Dave Galanti at [dgalanti@parks.ca.gov](mailto:dgalanti@parks.ca.gov) at least 72 hours prior to your date of arrival. Lodging, registration and associated fees will be charged to the employee's District or Office if a training cancellation is received with less than 72 hours notice.

**The Training Section is committed to ensuring that the reservation that has been made for you is accurate and needed.**

6. **MEALS:** Meals are to be arranged (and paid for) individually and will be reimbursed from dinner on the date of arrival through lunch on the date of departure. Instructions on how to file the required training office Travel Expense Claims will be given prior to the last day of training.
7. **CLOTHING AND CONDUCT:** Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, not including optional items, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist.** Non-uniformed employees shall wear professional business attire.

We are on the state park grounds with members of the public. As such, the image we project as State Park employees is important not only during working hours but off duty hours as well.

8. **COURSE LEADERS:** The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
9. **TRAINING SECTION STAFF:** David Galanti is your Training Specialist and has been assigned the responsibility for your training group. You may be asked to

assist Training Section Staff in the logistics of your training program, please work with Training Section Staff to help make your training experience pleasant and meaningful.

10. ATTENDANCE: Regular attendance is a critical course requirement and your participation is important to the success of this training. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
11. TRAINING MATERIALS: May be made available to you at both your unit and at the Marconi Conference Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Please bring your own pens and pencils.
12. CELL PHONES: As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Please limit those calls to your breaks.
13. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies.
14. COLLEGE CREDIT: Most Training Section programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.
15. MPC STUDENT ID: If you have filled out an MPC application before, you have already been issued a student ID number to use in lieu of your SSN on future applications. You can obtain your MPC ID number by going to their secure website and providing your SSN number (no name required), and birthdate.

<https://autobahn.mpc.edu/scripts/autobahn.exe/Execute?Application=WebReg&Program=REPORT-SR-FIND-SSN>

Newcomers to training will still need to provide their SSN on the first MPC application only, after which a student ID number will be assigned and available at the web address above within a few weeks of the program's conclusion. You can store your MPC ID number in your ETMS Profile for future reference.

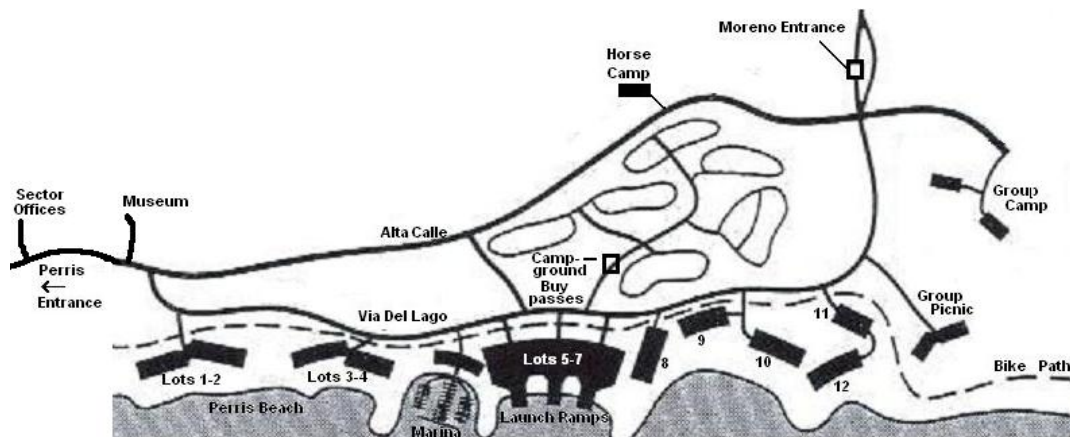
16. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.

## DIRECTIONS TO LAKE PERRIS SRA

**PLEASE NOTE THAT LAKE PERRIS SRA WILL BE CLOSED ON THE FIRST TWO DAYS OF TRAINING. ACCESS WILL BE LIMITED TO THE PERRIS GATE FROM 8:30 TO 9:00 A.M. IN THE MORNING AND 15 MINUTES PRIOR TO THE END OF THE LUNCH BREAK (APPROXIMATELY 1:45 P.M. TO 2 P.M.) IN THE AFTERNOON. PLEASE PLAN TO ARRIVE ON TIME!**

The recreation area is located 11 miles south of Riverside via Highway 60 or I 215. However, only the entrance nearest 215 South will be open on the first two days of training.

- ◆ **(ALL DAYS OF TRAINING)** From the 215 south, exit Ramona Expressway and go left (L), to Lake Perris Drive (do not confuse with Perris Boulevard), make another left (L). This brings you straight to the Perris Entrance. A member of the park staff will be at the gate to let you into the park and provide directions to the Activity Building.
- ◆ If you are coming from south of the Recreation Area then you will need to come up the 215 north, exit the Ramona Expressway and make a right (R) to Lake Perris Drive (do not confuse with Perris Boulevard) and make a left (L). This brings you to the Perris Entrance.
- ◆ **(THURSDAY ONLY)** From the 60 Freeway east, exit Moreno Beach Dr. Go right (R) to Via Del Lago and make a left (L). Via Del Lago will come straight into the park at the Moreno Valley Entrance.



## **PROGRAM ATTENDANCE CHECKLIST**

To assist you in your preparation for formal training session at the Lake Perris SRA, the following checklist is provided.

- Be sure you have read and understand the Supervisory Refresher Group 27 Program Syllabus prior to the first scheduled session.
- Arrange your travel through your District/Section Office.
- Bring the following with you to training:
  - Supervisory Refresher Group 27 Program Syllabus
  - Professional business attire (**uniforms are not required for this program**)
  - Pens and pencils

**If you have questions or need assistance, contact Dave Galanti, Training Specialist:**

**Phone:** 916-319-9659  
**Fax:** 916-319-9656  
**Email:** [dgalanti@parks.ca.gov](mailto:dgalanti@parks.ca.gov)



## **POST-TRAINING ASSIGNMENT**

Prior to ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed).

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Section in providing a return on the investment the Department has on training.

**SUPERVISORY REFRESHER GROUP 27 AGENDA**  
**FEBRUARY 22-25, 2010**

**Monday**  
**February 22**

1500—	CHECK-IN: Check in at location TBA	Authorized Participants
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**Tuesday**  
**February 23**

0900–0930	WELCOME AND INTRODUCTION	Galanti
0930–1300	SITUATIONAL LEADERSHIP® - AN OVERVIEW	Treanor
1300–1400	LUNCH	
1400–1800	PROGRESSIVE DISCIPLINE	Summers/ Spillard

**Wednesday**  
**February 24**

0900–1100	WORKERS' COMPENSATION AND FAMILY MEDICAL LEAVE ACT	Goodwin-Boyd
1100–1300	EFFECTIVE COMMUNICATION (DiSC)	Galanti
1300–1400	LUNCH	
1400–1500	EFFECTIVE COMMUNICATION, continued	Galanti
1500–1800	CITIZENS' COMPLAINTS	Segura/Owens

**Thursday**  
**February 25**

0900–1130	SEXUAL HARRASSMENT	Sathre
1130–1250	WORKPLACE VIOLENCE	Treanor
1250–1300	COURSE REVIEW AND EVALUATION	Galanti
1300–	LUNCH AND DEPART	All

**SUPERVISORY REFRESHER**

**20 Hours**

**PROGRAM OUTLINE**

Training Orientation and Program Objectives .....	0.50
Leadership Styles / Situational Leadership®.....	3.50
Effective Communication / DiSC .....	3.00
Citizen’s Complaints.....	3.00
FMLA / Workers’ Compensation .....	2.00
Progressive Discipline .....	4.00
Sexual Harassment.....	2.50
Workplace Violence.....	1.25
Review and Evaluation.....	<u>0.25</u>
<b>Total.....</b>	<b>20.0</b>

## **SUPERVISORY REFRESHER**

### **PROGRAM PURPOSE**

Purpose: To familiarize veteran supervisors with recent developments in areas of supervisory administration and to refresh basic supervisory and managerial skills.

Program Objectives: By the close of the program the participant will

1. Possess knowledge concerning recent developments in progressive discipline, citizens' complaints, FMLA, workers' compensation, progressive discipline, sexual harassment and workplace violence.
2. Identify and employ improved basic communication and leadership skills through the use of DiSC and Situational Leadership® techniques.

### **SITUATIONAL LEADERSHIP®**

Purpose: Identify and employ improved leadership skills through the use of Situational Leadership® techniques.

Performance Objectives: By the close of the session the participant will

1. Identify the four basic Situational Leadership® follower readiness levels and the workplace needs of subordinates falling within those readiness levels.
2. Apply the appropriate Situational Leadership® leadership style for each of these follower readiness level types.

### **DISC**

Purpose: Identify and employ enhanced communications skills through the use of DiSC techniques.

Performance Objectives: By the close of the session the participant will

1. Identify the four basic DiSC behavioral styles and explain how each style type communicates with the workplace.
2. Employ effective communication techniques for subordinates exhibiting each of the four basic DiSC styles.

## **CITIZENS' COMPLAINTS**

Purpose: Understand statutory and case laws relative to citizens' complaints and related investigations

Performance Objectives: By the close of the session the participant will

1. Become aware of and be able to refer to laws and recent procedural changes in departmental citizen complaint investigations.

## **WORKERS' COMPENSATION AND FMLA**

Purpose: To provide an update on departmental processes regarding workers' compensation and FMLA and improve participants' ability to follow key departmental procedures in these areas.

Performance Objectives: By the close of the session the participant will

1. Discuss current and proposed changes in departmental procedures relating to workers' compensation and FMLA.

## **PROGRESSIVE DISCIPLINE UPDATE**

Purpose: To provide an update on departmental progressive discipline processes and improve participants' ability to engage in critical behavioral skills required to implement that process.

Performance Objectives: By the close of the session the participant will

1. Describe current and proposed changes in departmental procedures relating to progressive discipline.
2. Apply and employ key behavioral skills required to implement the preventative and corrective stages of progressive discipline.

## **SEXUAL HARASSMENT PREVENTION**

Purpose: To provide participants with training that will permit them to comply with current state mandates relating to sexual harassment training.

Performance Objectives: By the close of the session the participant will

1. Identify the common types of sexual harassment in the workplace and ways supervisors can mitigate the risk of sexual harassment occurring within their spans of control.
2. Describe implementation of department processes and procedures concerning the reporting and handling of sexual harassment situations.
3. Meet the requirements of Government Code 12950.1.

## **WORKPLACE VIOLENCE**

Purpose: To provide examples of common indicators of impending workplace violence and proper supervisory responses to potential or evolving workplace violence situations.

Performance Objectives: By the close of the session the participant will

1. Recognize the most common indicators that an individual may be ready to engage in acts of workplace violence.
2. Distinguish between effective and ineffective responses to these common workplace violence indicators.
3. Describe implementation of standard departmental procedures to report and cope with incidents of workplace violence.