



**Sustainability Is The Future
Strengthening Ontario's Economy**
2024 OAPPA Annual Conference - May 28 to May 31



OAPPA is excited to offer the **Supervisor's Toolkit at the 2024 OAPPA Conference at the University of Windsor!**

Registration is now open: [Toolkit Registration Link](#)

The **3-day workshop** will run concurrently with the conference on **May 28, 29, and 30.**

Seats are limited to the first **20 people** who register.

What's the cost? The workshop is **free!**

Note! Attendees will be required to pay for the conference registration fee, and accommodations. Toolkit attendees will have access to general conference activities such as vendor exhibits, lunch, and networking events as part of their registration.

What is the Supervisor's Toolkit?

This workshop has been specifically designed to meet the needs of the facilities management professional. It is a structured, open-ended, and pragmatic approach to developing supervisors. It is not a teaching program but a development process designed to help supervisors realize personal and professional growth. The program has been newly created as a full three-day training.

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| <p>Module 1: Supervision, What Is It?</p> | <ul style="list-style-type: none"> Learn to define effective facilities supervision; identify the roles and responsibilities of supervisors, and understand four key functions of supervision. |
| <p>Module 2: It's More Than "Admins-trivia."</p> | <ul style="list-style-type: none"> 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. |
| <p>Module 3: Communication, Let's Talk!</p> | <ul style="list-style-type: none"> Identify barriers to effective communication; demonstrate communication skills, and understand your role in the communication process. |
| <p>Module 4: If It Weren't for the People.</p> | <ul style="list-style-type: none"> 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. |
| <p>Module 5: Motivation and Performance.</p> | <ul style="list-style-type: none"> Identify methods of training and developing employees; ascertain methods of positive reinforcement; and understand the importance of performance management and evaluation. |
| <p>Module 6: Customer Service Triangle.</p> | <ul style="list-style-type: none"> Learn to create a basic understanding of the three major aspects of customer service 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. |
| <p>Module 7: Leadership Tools for Success.</p> | <ul style="list-style-type: none"> Master techniques to understand critical elements of leadership; transition from managing, to managing and leading, and understand your own preferred leadership style. |