

**SUPERVISOR/MANAGER TRAINING PROGRAM**

- I. PURPOSE:** In order to ensure that public funds are expended judiciously and that public services are provided in an effective and efficient manner, it is imperative that the supervisors and managers of public employees and public programs are able to competently organize, direct, monitor, and evaluate the personnel and programs for which they are responsible. The purpose of this policy is to ensure that all supervisors and managers in all affiliated agencies possess the requisite knowledge, skills, and abilities to successfully carry out the duties and responsibilities of their positions.
- II. DEFINITIONS**
- A. Newly Appointed: Persons placed into a supervisory or managerial position through an original appointment, reclassification, reallocation, demotion, promotion, transfer, or lateral class change.
- B. Supervisor: For the purposes of this policy, a supervisor is defined as an exempt or classified employee who plans, schedules, assigns, reviews, and approves the work of at least one subordinate employee which also includes such responsibility as initiating disciplinary actions, approving sick and annual leave requests, conducting performance evaluations, recommending salary increases, and participating as a representative in a step of the grievance process.
1. This definition shall not provide another entitlement to the incumbent under federal or State law, or under the *West Virginia Division of Personnel Administrative Rule*.
 2. Examples of supervisory position classifications include, but are not limited to: Building Maintenance Supervisor, Correction Industries Supervisor, Conservation Officer (Captain), Economic Service Supervisor, and Highway Equipment Supervisor.
- C. Manager: For the purposes of this policy, a manager is defined as an exempt or classified employee who plans, organizes, directs, and controls staff, methods, and resources.
1. Examples of managerial position classifications include, but are not limited to: Administrative Services Manager, Corrections Program Manager, Information Systems Manager, Director, Bureau Administrator, and Transportation Services Manager.
 2. The employee oversees a formally designated organizational unit or program that requires extended planning of work activities, control of resources, and all the means used to accomplish work within the assigned area of responsibility.
 3. The employee coordinates the work of the unit or program with the agency and external interest groups and is held accountable for establishing and meeting the objective and goals of the unit or program.
 4. This definition shall not provide another entitlement to the incumbent under federal or State law, or under the *West Virginia Division of Personnel Administrative Rule*.

III. POLICY

- A. It is the policy of the West Virginia Division of Personnel that, in addition to meeting the minimum requirements of the positions into which they have been placed, all supervisors and managers in all affiliated agencies should successfully complete the Supervisor/Manager Training Program established by this policy.
1. This policy is applicable to all supervisors and managers, without regard to prior experience, years of service, or reporting level in the organization.
 2. Failure to successfully complete the Division of Personnel's Supervisor/Manager Training Program may result in the supervisor/manager being unprepared and unable to efficiently and effectively meet the performance objectives for which s/he is accountable.
- B. The Supervisor/Manager Training Program consists of specialized courses of study that are designed to prepare public supervisors and managers to function effectively in today's dynamic workplace.
1. The Division of Personnel will maintain all training records and will issue official transcripts upon written request.
 2. Agencies are responsible for maintaining their internal registration records.
- C. All current and newly appointed supervisors and managers enroll as follows:
1. All current supervisors and managers who have not previously completed the required sessions should submit Program Enrollment Forms to the Division of Personnel's Organization and Human Resource Development (OHRD) Section for enrollment in the Division of Personnel's Supervisor/Manager Training Program within 30 calendar days of the effective date of this policy. Supervisors and managers should complete Components I, II, III, and IV within the timeframes and in the respective order established in this policy.
 2. All newly appointed supervisors and managers should enroll in the Division of Personnel's Supervisor/Manager Training Program within ten working days of their appointment to a supervisory or managerial position, as identified in Section II, Definitions B. and C., respectively, and should pursue the appropriate training components I, II, III, and IV within the timeframes and in the respective order established in this policy.
- D. Appointing authorities should ensure that supervisors and managers enroll in, attend, and complete the required training program(s), as listed in Components I, II, and III respectively, and thereafter annually complete the training listed in Component IV.
1. Substitutions for Component I, II, or III classes may be permitted at the discretion of the Director of Personnel.
 2. Employees may register for and receive information on available programs by contacting the OHRD Section of the Division of Personnel.



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- 3. Enrollment in classes should be coordinated with the employee’s human resources office. Employees may also view the Program Schedule and register online by visiting the OHRD link on the Division of Personnel’s web site at: www.state.wv.us/admin/personnel/OHRD/index.htm.
- 4. If, for any reason, a manager or supervisor is unable to attend a class for which he or she is registered, it is the responsibility of that manager or supervisor to find an approved replacement to attend the program in her or his place.
 - a. The manager or supervisor who cannot attend the program must consult with her or his manager and/or an authorized representative of the agency’s human resources office in identifying a replacement attendee.
 - b. Once an approved replacement is determined, the new attendee must send an enrollment form to the OHRD Registrar at least 72 hours prior to the course.

Note: Agencies may require additional training; supervisors and managers should consult the agency’s human resources director for information.

E. The four major components of the Division of Personnel’s Supervisor/Manager Training Program are:

1. Component I.

- a. As provided in Section III(C) of this policy, within three months, all supervisors and managers should attend:

- 1) Preventing Harassment: A Shared Responsibility ½ Day

Note: This training is mandated for all supervisors and managers by the Division of Personnel’s Interpretive Bulletin DOP-B6, Prohibited Workplace Harassment.

- 2) The Drug-Free Workplace ½ Day

Note: This training is mandated for all supervisors and managers by federal law and the Division of Personnel’s Policy DOP-P2, Drug- and Alcohol-Free Workplace.

- b. As provided in Section III(C) of this policy, within six months, all supervisors and managers should attend:

- Employee Performance Appraisal I ½ Day

2. Component II.

- a. As provided in Section III(C) of this policy, within nine months, all supervisors and managers should attend:

- 1) Managing and the Law 1 Day

- 2) Supervising for Success I: Fundamentals of Supervision 3 Days

Note: This training is only required for newly appointed supervisors/managers and supervisors/managers with one year or less of public sector supervisory/management experience.

- b. Within 12 months, all supervisors and managers should attend:
 - Discipline and Documentation 1 Day

- 3. Component III.
 - a. As provided in Section III.C. of this policy, within 24 months, all supervisors and managers should attend:
 - 1) Personnel Transactions in State Government 1 Day
 - OR
 - 2) Workplace Safety: Your Responsibility 1 Day
 - OR
 - 3) Finance for the Non-Financial Manager 2 Days
 - b. Supervisors and managers must first complete the courses required in Components I, II, and III in order to receive credit for contact hours accrued under Component IV of this policy, unless they have received prior written approval from the Director of Personnel and the agency's appointing authority.

- 4. Component IV
 - a. Each calendar year, after completion of courses required in Components I, II, and III, all supervisors and managers should accrue a minimum of 12 contact hours of continuing education credit in the areas of supervision, management, and leadership.
 - b. These contact hours may be completed through attendance and completion of Division of Personnel OHRD training events (for more details, consult the OHRD Section) or through other training as approved by each agency's designated authority. Examples of training events which may qualify as acceptable contact hours include:
 - 1) Supervisory training;
 - 2) Management training; and/or
 - 3) Leadership training.
 - c. In order for a supervisor or manager to receive credit for non-Division of Personnel sponsored training, the agency's appointing authority must submit a report on a quarterly basis (April 15, July 15, October 15, and January 15) to the Division of Personnel's OHRD



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Section. This report must contain the following information for each supervisor or manager completing agency-approved training for the quarter:

- 1) Employee's payroll name;
- 2) Title of program;
- 3) Date(s) and duration(s) of class;
- 4) Instructor's name and credentials;
- 5) Number of contact hours approved; and
- 6) Sponsoring organization.

- d. A cover letter granting approval for the substitution should accompany the report and should include the original signature of the appointing authority. Once received by the Division of Personnel, this information will be included on the employee's official training transcript.

F. Agency responsibility includes:

1. Ensuring that each supervisor/manager adheres to the purpose and intent of this policy.
2. Maintaining the agency's internal registration records.

IV. REFERENCES

- A. West Virginia Code, 29-6-7(b)(6) and (14).
- B. West Virginia Division of Personnel *Administrative Rule*, Section 23.1, 2, 3, and 4.
- C. West Virginia Division of Personnel Policy DOP-P2, *Drug- and Alcohol-Free Workplace*.
- D. West Virginia Division of Personnel Interpretive Bulletin DOP-B5, *Prohibited Workplace Harassment*.

V. **EFFECTIVE DATE:** January 1, 1999.

VI. REVISIONS

- A. Previous Revisions: April 15, 1999, June 1, 2005, and September 1, 2005.
- B. Latest Revision: January 17, 2008.

VII. **POLICY NUMBER:** DOP-P18.

Approved and issued by:

Theresa McClintock Crouse, Acting Director of Personnel

Date Signed: January 17, 2008.