



Center for
**MANAGEMENT
DEVELOPMENT**



Certificate in Supervision Fall 2016 Overall Evaluation Summary

Why did you enroll in the Certificate in Supervision?

- More training to benefit my role in our program.
- My supervisor signed me up for it.
- To further enhance my skills as a supervisor.
- It was suggested to me by our management.
- I was asked if I would be interested in taking the class.
- To improve and learn the skills required to become a better supervisor.
- My employer enrolled me.
- I will be moved into a supervisor position by the beginning of the year and needed some additional training.
- Was required by company
- I enrolled because I wanted to be a supervisor and learn the skills required.
- Company wanted feedback from first time supervisors, sending them through this course.
- To prepare for promotion.
- My employer decided to enroll me due to my position but I looked forward to learning.
- My company felt it would make me a good supervisor.
- To gain any knowledge and insight on some more of the how and why's of leadership.

Did the program meet your expectations? 99.5% yes

How?

- Many great points and ideas for how I can begin my supervisory career.
- Yes, this is a very informative class that gave me a lot of new tools and or ideas.
- Learn lots of good information on what I should do and expect of others.
- Absolutely, I took a lot from the classes, especially on delegating different tasks.
- By achieving my expectation of learning new skills that will help me become a more effective supervisor.
- It was very informative, had a really great time.
- I feel all the classes touched on issues that I have had problems with.
- Lots of great info.
- We covered many different aspects from leadership style, delegating, legal issues, and more; It was very informative.
- Good refresher from previous leadership course in the military and new info on civilian sector.
- More hand on materials would be more beneficial.
- I learned a lot of useful information; It made me look at things differently.
- I learned a lot of things that I did not know before; One of the biggest things is listening can be more beneficial then talking.
- I have already been a supervisor for a while; These classes helped solidify some of the actions I have

taken and given me other actions to take instead.

Will you recommend the Certificate in Supervision to others? 100% said yes.

Why?

- So much information to learn.
- A lot of great information is available here.
- This is a great class with real world knowledge.
- Great information on many topics, lots of stuff I had not thought of.
- I think anyone in a leadership role will benefit in some way.
- It has taught me a lot and all the instructors are very nice and helpful.
- They are great for changing your perspective on management.
- Very informative and helpful.
- It has good content to learn and help a new or existing supervisor; always a good refresh to get back to the basics.
- Very knowledgeable instructors and great networking.
- It's a great start if you want to be a leader.
- It can only help.
- I would have benefitted greatly from this class earlier in my career; I would have been a better and more prepared supervisor.

How would you rate the materials in your notebook? 66% Helpful 33% Somewhat 0% Bad

Comments:

- Helps me follow along.
- Most presenters did well covering the material orally.
- Thank you so much.
- It was good for following along.
- I will keep my book at my desk for reference.
- It depends on the class.
- Lots of background information and good exercises.
- Depended on the subject.
- Needed only to take a few notes; I should be able to refer to these regularly for a refresher.

If we could do one thing that would make the Supervision Program an even more positive experience, what would that be?

- The course was great.
- The interactive pieces were very enjoyable; one thing to add would be more interaction.
- More group discussions.
- I think a class about assessing the situation you are walking into would be helpful.
- Make the class on the west side ☺
- Teach people how to talk to people in a non-objective way, sometimes that gets the best of me! Lol
- Not too much.

How have you benefited from the Supervision Program?

- I have a game plan for different situations.
- I've learned to step back and evaluate the situation.
- Learned more about becoming a better supervisor; I love hearing the statistics and history behind

supervision.

- It has made me look differently at supervision in a better way.
- It has changed my perspective on management.
- Finding out from my peers in this class that they have some of the same problems in their workplace.
- It has helped me have a better appreciation for the things that occur at the upper levels and prepare me for my role.
- Thinking before you act.
- I have really learned a lot and have enjoyed getting to know the people at my table.
- Always “document conversations”.
- I found a few spots as a supervisor that I need to work on.

What did you like best about the program?

- Dr. Hackett’s presentations.
- The class interactions.
- Dr. Graham and Dr. Hackett’s insight on management.
- I loved the class, dealing with conflict and problem employees.
- Solving problems and making decisions effectively session; Anything Dr. Hackett taught.
- All the instructors.
- Interactive
- I enjoyed the experienced professors and specifically the class covering the legal issues involved.
- Mentoring, legal
- Different instructors on different subjects.
- I like how the presenter changes every time.
- The instructors and the real life stories.