UNT SYSTEM | UNT | hsc | UNT DALLAS

Human Resources

AccoUNTable Supervisor Program

A program designed to align with our values and address the challenges that all supervisors face, while building connections within the UNT System-wide supervisor community.

A vital contributor to our success lies in the teamwork and the relationships between supervisors and employees. This dynamic can have a substantial impact on job engagement, individual and team performance, satisfaction, and retention. This program will provide crucial learning and networking to all levels of supervisors as it pertains to people-first leading within the culture and context of our organizations and our values. The intended outcome of this program is to continually develop supervisory skills that have a positive impact on our employees, students, and the greater community. Those who commit to this program and its requirements enjoy the honor of calling themselves an "AccoUNTable Supervisor".

Program Objectives:

▶ Provide supervisors with focused and critical skills applicable to any level, expertise, or tenure.

▶ Encourage the ongoing learning and development of our supervisor population.

▶ Create a community of supervisors for networking, connection, and shared learning.

Courageous Integrity

Be Curious

We Care

Better Together

Show Your Fire

Table of Contents

AccoUNTable Supervisor Program

*If you require special accommodation as
outlined in the Americans with Disabilities Act, please
provide your request to ODE@untsystem.edu and a
representative from Human Resources will contact you.*

UNT SYSTEM | UNT | hsc | UNT DALLAS

Human Resources

People Management Essentials Orientation

In additional to the ASP, Human Resources also offers a People Management Essentials Orientation (PMEO). This orientation lays the foundation for effective management within a values-based, people-first culture. The 3-hour orientation is an opportunity to gain essential knowledge, resources, and tools, as well as to understand the elevated expectations for leading teams.

People Management Essentials Orientation (PMEO) is mandatory within the first 30 days for newly hired or promoted people managers and is highly encouraged for all current people managers.

If you would like to participate in the ASP and have not yet completed PMEO, please e-mail ODE@untsystem.edu.

Additional information on the PMEO can be found on the Connect intranet at:

https://myunt.sharepoint.com/sites/ConnectHR/SitePages/People-Management-Essentials-Orientation.aspx

Topics covered within PMEO are listed below
(and may be adjusted as needed):

- *Vision and Values*
- *Employee Experience*
- *Engagement*
- *Performance Coaching and Feedback*
- *Training and Development*
- *Compliance, Policies, and Guidelines*
- *Administrative Functions*
- *Manager Resources*

Purpose & Objectives

A vital contributor to our success lies in the teamwork and the relationships between supervisors and employees. This dynamic can have a substantial impact on job engagement, individual and team performance, satisfaction, and retention. This program will provide crucial learning and networking to all levels of supervisors as it pertains to people-first leading within the culture and context of our organizations and our values. The intended outcome of this program is to continually develop supervisory skills that have a positive impact on our employees, students, and the greater community. Those who commit to this program and its requirements enjoy the honor of calling themselves an "AccoUNTable Supervisor".

Objectives:
- *Provide supervisors with focused and critical skills applicable to any level, expertise, or tenure.*
- *Encourage the ongoing learning and development of our supervisor population.*
- *Create a community of supervisors for networking, connection, and shared learning.*

Intended Audience & Program Eligibility

All supervisors UNT System-wide regardless of the length of service or level of expertise.
Preference is given to those who supervise faculty and/or staff.

Attendance & Commitments

- Core 5 cycles will occur once a semester. Sessions will be in-person and two (2) hours each, the exception being the employee relations/compliance session, which is two (2) hours in-person, but requires a pre-recorded webinar as pre-work. If a participant arrives late or leaves early from a session, make-up requirements will be reviewed on a case-by-case basis, these requirements will include a review of the circumstances. Every effort must be made to let the program administrator know about these issues in advance of the session and should **not** be for other work commitments, but reserved for emergencies only.
- Participants must have supervisor approval to participate. The participants' supervisor will champion their employee's participation, which includes their commitment to coaching their participants and granting them time for the required hours of initial training (eleven hours via the Core 5) and the on-going quarterly development (two hours each calendar year quarter) requirement after the designation is obtained.
- The initial requirement for designation is only five (5) sessions, therefore, missing more than one Core 5 session will make the participant ineligible for the AccoUNTable Supervisor designation. They will need to wait to complete the missing Core 5 session(s) within the next Core 5 Program cycle (once each semester).
- Attendance is an important part of the program's success. One objective for the program is to, "*create a community of supervisors for networking, connection, and shared learning*". Executive leadership has indicated a commitment to allowing our community of supervisors the time and support necessary to complete this program, **therefore, sessions should _not_ be missed for other work commitments and should be reserved for emergencies only**. If a session is missed, participants can elect to take that session with the other cohort (if applicable) or will be required to complete a comparable learning session within LinkedIn (or a related platform). They will also need to meet with three peers who attended the missed session and complete a writing assignment or oral recording (via Zoom/Teams) to verify learning. Specific requirements will be given via consultation with the program administrator after the missed session date.

Initial Program Requirements (*The Core 5*)

Admission begins with submission to be considered for enrollment via a webform (link provided via UNT System-wide and campus mass communications). Potential participants must be approved by their immediate supervisor on this form to complete their application. Supervisor approval is required to participate fully in this program since both the participant and their supervisor will have requirements that they will agree to for participation*. For the Fall, there will be two system-wide cohorts, each with 48 members max. This allows for good dialogue and networking. If the dates for your organization's cohort don't work with your schedule, and you would like to attend the other cohort, just apply and let us know in the "what brought you to the program" section. The two cohorts are named: *UNT Cohort* and *UNT Dallas, UNT HSC, and UNT System Administration Cohort* (or the DHSA Cohort). Core 5 cohorts run once each long semester. Supervisor approved applicants will be contacted directly if they are selected to participate in the cohort.

*The enrollee's supervisor commits to the time involved for their employee to participate in the program (eleven hours initially, plus eight hours annually). The enrollee's supervisor will also provide coaching to their employee (our participant) over what they are learning in the program. As such, the enrollee's supervisor will receive a coaching tip sheet that will provide a list of all the sessions and helpful coaching questions to ask their employee. This will help build dialogue between the participant and their direct supervisor.

Note that enrollment in the program comes with a statement of commitment (completed within the webform) where each participant pledges to commit to the Core 5 sessions in the program, as well as a minimum of one supervisory development session/learning for each calendar year quarter after the Core 5 is complete *(Note: depending on program timing, new participants may only have two or three on-going quarters to report on for the year prior since the Core 5 will take some of the calendar year's time).*

The Core 5 sessions will be offered once a week (about every three weeks) to allow for completion of all five (5) within an approximate three (3) month period. Core 5 session dates will be announced in advance of each cohort. Facilitators for the Core 5 will utilize the following personnel (non-exhaustive): HR, Subject Matter

Recognition

Completers of all 5 Core sessions are allowed to indicate themselves as an "AccoUNTable Supervisor" in their e-mail signature line (and other locations) with the program logo, receive a certificate of completion for the Core 5 sessions from UNT Bridge or Learn HSC, and are given a token(s) of recognition to signify Core 5 completion. Offerings can be adjusted semester to semester.

Those who complete the Core 5 become a part of the AccoUNTable Supervisor Community with perks such as early access to trainings and other offerings and a Community Teams group for networking and sharing.

Requirements for the Accountable Supervisor Community
(Ongoing Designation)

Ongoing development, after the Core 5 is completed, comes in the form of quarterly learning via various options and mediums. As mentioned in the initial requirements, each member will sign a commitment statement when they enroll in the program that they agree to complete continued learning quarterly in order to continue to be designated an "AccoUNTable Supervisor".

To help fulfill this requirement, the program will offer at least one topic each quarter (January, April, July, October). Each organization within our system may offer different options on these offerings. Some offerings may allow for members of one organization to attend a quarterly session of another organization (if the information is applicable to all sites). This topic will first be opened up to Community and then to our entire supervisor population.

We require that participants take at least **one of the four** Program led offerings each year to help meet the program objective of networking, cross-learning, and connection between all of our supervisor population. However, in order to give supervisors the most flexibility to meet their individual needs, participants can also take self-guided programming via their own conferences, LinkedIn sessions, Coursera, or any venue/platform that works best for them. The **only** requirements are that the learning be based on a supervisory skill/growth area for that supervisor and around 2 hours. And we mean it, that's the only two requirements! Participants also have the option of attending all of the Program's offerings to meet their requirement if they would like.

Quarterly offerings scheduled by the AccoUNTable Supervisor Program might include: roundtables, Linked In sessions, meet and greets with leadership, panels, short speaker presentations, traditional training, Q&As, discussion boards, article reviews, interviews, book reviews, mixers, etc. Topics will cover multiple areas within our organizations and change each quarter.

As AccoUNTable Supervisors, the tracking of the required ongoing development is based on annual self-reporting of individual participants. This self-reporting, via a survey, is e-mailed directly from the Program to community members in January of each year. This will include four entries that requires participants to manually list their four learning choices made for the year (Title, Date, Medium/Vendor). They will use this annual survey to report on any personal learning as well as the learning they took from the AccoUNTable Supervisor Program's quarterly offerings. Exception auditing will be done if there are concerns for any individual participant. The survey also serves as the continuing commitment statement for the upcoming year.

If a participant lapses their annual requirement, they can identify such on their annual completion and commitment statement survey. They should no longer use the program logo in any of their e-mail signatures, present their token of recognition, or indicate themselves as an AccoUNTable Supervisor in any shape or form. If the participant would like to rejoin in the future, they can contact the program administrator. Reinstatement will be granted on a case-by-case basis and may require completion of the Core 5 sessions again and/or make-up plans for the quarters previously missed. Reinstatement requirements will include a review of items such as participation, tenure in the program, and the lapsing circumstances.

Protected leave will act as a "pause" button on requirements and the clock starts again when the person returns. The person may indicate the protected leave lapse in their annual commitment and completion statement course. Please do not include any protected and specific medical information. Just the dates of the protected leave and leave type. For example, if I was out Jan-March I would not report learning for that quarter, but instead would indicate the quarter affected by its dates and make a note of the protected leave (ex: *Q1—FMLA*).

Providing Feedback, Program Evaluation

A Core 5 overall completion evaluation will be sent out after initial Core 5 sessions to assess the impact of those sessions. It will cover how well the learning objectives matched the program goals, the correlation between the supervisors' experience and the participant's professional and personal growth, and participant satisfaction.

It will also ask for future topics of interest to continue the flow of future topics for the AccoUNTable Supervisor Community quarterly events going forward.

Contacts & Communications

For more information about the AccoUNTable Supervisor please contact Human Resources at HRAdministration@untsystem.edu (attention: AccoUNTable Supervisor Program Administrator) and indicate which cohort you are a member of (UNT or DHSA).

"AccoUNTable Supervisor" Teams group(s) will be created to allow for a highly interactive space for things like postings, chats, networking, meet-up planning, etc. Members of the program will automatically be added to these applicable cohort Teams groups.

Upon Core 5 completion, participants will then be moved to the AccoUNTable Supervisor Community Group. Communications for quarterly offerings will be made in Teams. Participants should turn on all Teams notifications in all channels so they do not miss any of the program announcements.

Key Program Dates

AccoUNTable Supervisor Program

	UNT Cohort All will be held in the Support & Services Building, Room 102	DHSA Cohort All will be held at the BSC, Room 4202 A/B
September 2024		
Session 1 **Supervising Strategically**	September 25th 2 – 4 pm	September 26th 9 – 11 am
October 2024		
Session 2 **Caring & Creative Supervisors**	October 9th 2 – 4 pm	October 10th 9 – 11 am
Session 3 **Employee Relations & Compliance Considerations†** *(in-person component)*	October 30th 2 – 4 pm	October 31st 9 – 11 am
November 2024		
Session 4 **Communication & Conflict Competence**	November 13th 2 – 4 pm	November 14th 9 – 11 am
December 2024		
Session 5 **Better Together:** **From Value to Action**	December 4th 2 – 4 pm	December 5th 9 – 11 am

†Please Note: This live session requires 1 hour of pre-work via a pre-recorded webinar (sent in advance of the in-person session).

UNT SYSTEM | UNT | hsc | UNT DALLAS
Human Resources

Each session supports supervisors in learning/applying <u>all</u> of our values. However, there is also a targeted focus, within each Core 5 session, to a particular value (as listed below).

Better Together: From Value to Action

In this session, supervisors will convene to reflect on the "Better Together" value, exploring its role in fostering engagement, individual belonging, and team connectivity. Through dynamic discussions, we will explore pathways for integrating collaboration into teams, while strategizing to amplify employee engagement and create an environment where all thrive.

This session also offers supervisors a unique chance to cultivate valuable connections through dedicated networking time, aligning with our program's objective to, "create a community of supervisors for networking, connection, and shared learning." Supervisors will exchange experiences, best practices, and insights, further enriching their supervisory skills.

LEARNING OUTCOMES

Better Together

Participants will:

- Be able to communicate the importance and application of the value, "Better Together" and its significance in fostering a culture of collaboration.

- Learn at least two new strategies and/or practical approaches to support belonging, relationship building, and connection on your teams.

- Increase your personal network by engaging in meaningful interactions and brainstorming with other supervisors.

Caring & Creative Supervisors

In this session, we will explore techniques for fostering motivation and engagement for your employees and on your teams.

This will include a look at flexible work options, recognition, career development, and other interventions or conversations that can enhance productivity and job satisfaction.

This session will help supervisors identify tools for development at the individual, team, and organizational levels.

LEARNING OUTCOMES

Show Your Fire

- Review best practices for effective feedback, recognition, and ongoing motivation.

- Discuss the benefits of creative and flexible work options.

- Identify tools to enhance continued individual and team engagement through empathy and strong emotional intelligence.

- Explore development strategies for your employees' career, team, and organizational growth.

Communication & Conflict Competence

This session will provide supervisors an opportunity to develop their abilities in navigating difficult topics and resolving conflict in a professional and effective manner.

Supervisors will learn and practice key skills for effective communication that will encourage confidence, minimize miscommunication, and build strong collaboration amongst their teams.

Similarly, supervisors will develop skills for navigating difficult conversations that will better create an environment of increased trust, improved relationships, and respectful civility.

We Care

LEARNING OUTCOMES

- Discover how to effectively work with difficult employee behaviors and through difficult conversations.

- Identify techniques to encourage communication and collaboration within your team and across departments.

- Explore strategies for coping with change and conflict as they arise in the future.

- Recognize the impact of perspective and attitude upon team dynamics and workplace relationships.

Employee Relations & Compliance Considerations

This two-part comprehensive session will provide a high-level overview on a variety of employee relations and compliance matters as it relates to UNT System-wide.

Supervisors will review leave options, such as Family and Medical Leave (FMLA), and attendance concerns and will explore management of employee leave and attendance.

Supervisors will also receive an overview of accommodations, FLSA, compensatory time, and progressive discipline. These topics are necessary for supervisors to understand in their role and to avoid potential liability.

Lastly, supervisors will receive an overview of other compliance essentials such as free speech, discrimination, and privacy. As a supervisor, it is important to understand any obligations you have.

Courageous Integrity

LEARNING OUTCOMES

- Understand the responsibilities within general leave, FMLA, and attendance.

- Review and understand accommodations, FLSA, compensatory time and progressive discipline.

- Understand general compliance essentials and obligations.

NOTE: This live session requires 1 hour of pre-work via a pre-recorded webinar (sent in advance).

Supervising Strategically

Supervisors will learn skills that will help them to convey direction and purpose to their teams and communicate alignment with their organization's mission and vision.

This session will provide the opportunity to review positive coping strategies for any future changes, assistance on providing goal clarity, and discuss methods for strategic planning.

Participants will also review ways to establish accountability with their employees.

LEARNING OUTCOMES

Be Curious

- Explore strategies for conveying direction and purpose and communicating alignment with your organization's mission and vision.

- Review ways to establish and communicate accountability, standards, and goals.

- Discuss a framework for directing future change and thinking/planning strategically.

UNT SYSTEM | UNT | hsc | UNT DALLAS

Human Resources

Courageous Integrity   **Be Curious**   **We Care**   **Better Together**   **Show Your Fire**