

**APPA Supervisor's Toolkit**  
**University of North Carolina - Charlotte**  
**Charlotte, North Carolina**  
**Training Session Announcement**

SRAPPA is sponsoring a Supervisor's Toolkit training session at the University of North Carolina in Charlotte, North Carolina from February 4<sup>th</sup> – 8<sup>th</sup>, 2019.

The tuition for this five-day training course is \$499 per person (see schedule below). Travel, per diem, etc. are not covered by the registration fee.

Registration is available through APPA starting December 11, 2018 and ending January 28, 2019. Link: <https://www.appa.org/login.cfm?ResultPage=>.

If you encounter any problems registering, please contact Corey Newman at 703-684-1446 ext. 228 or [corey@appa.org](mailto:corey@appa.org).

Checks and credit cards will be accepted. Please send checks made out to SRAPPA to c/o Becky Griffith, ERAU, 600 S. Clyde Morris Blvd., Daytona Beach, FL 32114 ([griffitr@erau.edu](mailto:griffitr@erau.edu)). The class will be limited to the first 40, so register early!

APPA will refund the full cost of registration for cancellations received before January 7, 2019. Cancellation requests received after January 7, 2019 but before January 21, 2019 will be refunded but assessed a 25% administrative fee. Absolutely no refunds will be issued for cancellation requests received after January 21, 2019. APPA is not responsible for any travel or lodging charges incurred.

Classes will be held at the Center City Building (CCB), located at 320 E. 9<sup>th</sup> Street on the downtown campus of the University of North Carolina in Charlotte, North Carolina. The link for the map of Downtown Charlotte, North Carolina is:

<https://www.charlottecentercity.org/wp-content/uploads/2012/01/Uptown-Guide-2015.pdf>

**FEBRUARY 4<sup>TH</sup> – 8<sup>TH</sup>, 2019**

**COURSE AGENDA**

**(Please note all times are Eastern Time)**

**Monday (February 4th)**

8:00am – 10:00am	<b>Module 1: Supervision - What Is It?</b>
10:10am – 10:15am	<b>Break</b>
10:15am – 12:00noon	<b>Module 1: Continued</b>
12:00noon – 1:00pm	<b>Lunch</b>
1:00pm – 2:45pm	<b>Module 2: It's More Than Administrivia</b>
3:00pm – 3:15pm	<b>Break</b>
3:15pm – 5:00pm	<b>Module 2: Continued</b>

### Tuesday (February 5th)

8:00am – 10:00am	<b>Module 3: Communication - Let's Talk!</b>
10:10am – 10:15am	<b>Break</b>
10:15am – 12:00noon	<b>Module 3: Continued</b>
12:00noon – 1:00pm	<b>Lunch</b>
1:00pm – 2:45pm	<b>Module 3: Continued</b>
2:45pm – 3:00pm	<b>Break</b>
3:00pm – 5:00pm	<b>Module 3: Continued</b>

### Wednesday (February 6th)

8:00am – 10:00am	<b>Module 4: If it Weren't for the People</b>
10:10am – 10:15am	<b>Break</b>
10:15am – 12:00noon	<b>Module 4: Continued</b>
12:00noon – 1:00pm	<b>Lunch</b>
1:00pm – 2:45pm	<b>Module 4: Continued</b>
2:45pm – 3:00pm	<b>Break</b>
3:00pm – 4:30pm	<b>Module 5: Motivation and Performance</b>
4:30pm – 5:00pm	<i>Virtual Tour of Campus Facilities</i>

### Thursday (February 7th)

8:00am – 10:00am	<b>Module 5: Motivation and Performance (continued)</b>
10:10am – 10:15am	<b>Break</b>
10:15am – 12:00noon	<b>Module 6: Customer Service Triangle</b>
12:00noon – 1:00pm	<b>Lunch</b>
1:00pm – 2:45pm	<b>Module 6: Continued</b>
2:45pm – 3:00pm	<b>Break</b>
3:00pm – 5:00pm	<b>Module 6: Continued</b>

### Friday (February 8th)

8:00am – 10:00am	<b>Module 7: Leadership – Tools for Success</b>
10:10am – 10:15am	<b>Break</b>
10:15am – 12:00noon	<b>Module 7: Continued</b>
12:00noon – 1pm	<b>Certificate Ceremony</b>

### Hotels in the Charlotte Center City area:

Blake Hotel  
555 S. McDowell St.  
**704 - 372-4100**  
[www.blakehotelnc.com](http://www.blakehotelnc.com)

Courtyard Marriott (Uptown)  
237 S. Tryon Street (corner 3rd & Tryon)  
**704 - 926 - 5800**  
[www.marriott.com](http://www.marriott.com)

Crowne Plaza Hotel  
201 S. McDowell St.  
**704 - 372 - 7550**  
<http://www.ichotelsgroup.com>

Doubletree Hotel  
895 W. Trade St.  
**704 - 347 - 0070**  
[www.doubletreehotels.com](http://www.doubletreehotels.com)

Dunhill Hotel  
237 N. Tryon St.  
**704 - 332 - 4141**  
<http://www.dunhillhotel.com/>

Hampton Inn Hotel  
530 E. MLK Jr. Blvd.  
**704 - 373 - 0917**  
[www.westincharlottehotel.com](http://www.westincharlottehotel.com)

Hilton Hotel  
222 E. 3rd St.  
**704 - 377 - 1500**  
[www.charlotte.hilton.com](http://www.charlotte.hilton.com)

Hilton Garden Inn  
508 E. MLK Jr. Blvd.  
**704 - 347 - 5972**  
[www.charlotte.hilton.com](http://www.charlotte.hilton.com)

Holiday Inn-Center City 230 N. College St.  
**704 - 335 - 5400**  
[http://www.holidayinn.com/hotels/us/en/reservation/hotelsearchresult?qDest=CHARLOTTE%20CNC%20United+States&qAdlt=1&qChld=0&qRms=1&qIta=99504440&qPSt=0&qSmP=3&qWch=0&qSHp=1&qBrs=6c.cp.cv.ex.hi.ic.in.rs.sb&qSrt=BRAND\\_SORT&qRpp=25&qFRA=1&srb\\_u=1&icdv=99504440&siclientid=1952&dp=true](http://www.holidayinn.com/hotels/us/en/reservation/hotelsearchresult?qDest=CHARLOTTE%20CNC%20United+States&qAdlt=1&qChld=0&qRms=1&qIta=99504440&qPSt=0&qSmP=3&qWch=0&qSHp=1&qBrs=6c.cp.cv.ex.hi.ic.in.rs.sb&qSrt=BRAND_SORT&qRpp=25&qFRA=1&srb_u=1&icdv=99504440&siclientid=1952&dp=true)

Hyatt House Center City

435 E. Trade St.

**704 - 373-9700**

[www.charlottecentercity.house.hyatt.com](http://www.charlottecentercity.house.hyatt.com)

Marriott Charlotte Center City

100 W. Trade St.

**704 - 333 - 9000**

[www.marriott.com](http://www.marriott.com)

Ritz-Carlton Charlotte

201 E. Trade St.

**704 - 547-2244**

[www.ritzcarlton.com/en/Properties/Charlotte/Default.htm](http://www.ritzcarlton.com/en/Properties/Charlotte/Default.htm)

Omni Hotel

Two Nations Bank Plaza

**704 - 377 - 0400**

[www.omnihotels.com](http://www.omnihotels.com)

Westin Charlotte

601 S. College St.

**704 - 375 - 2600**

[www.westincharlottehotel.com](http://www.westincharlottehotel.com)

***Future Offerings for 2019:*** Any questions regarding SRAPPA Supervisor's Toolkit offerings, please contact Andy Maddox at the University of Alabama at (205) 348-6472 or [amaddox@fa.ua.edu](mailto:amaddox@fa.ua.edu) .