

**APPA Supervisor's Toolkit**  
**University of Charleston**  
**Charleston, WV**  
**Training Session Announcement**

SRAPPA is sponsoring a Supervisor's Toolkit training session at the University of Charleston in Charleston, West Virginia from June 3<sup>rd</sup> – 7<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 March 19, 2019 and ending May 24, 2019. Link: [https://www.appa.org/login.cfm?ResultPage=.](https://www.appa.org/login.cfm?ResultPage=)

If you encounter any problems registering, please contact Corey Newman at (703) 684-1446 ext. 228 or at [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). The class will be limited to the first 40, so register early!

APPA will refund the full cost of registration for cancellations received before April 19, 2019. Cancellation requests received after April 19, 2019 but before May 17, 2019 will be refunded but assessed a 25% administrative fee. Absolutely no refunds will be issued for cancellation requests received after May 17, 2019. APPA is not responsible for any travel or lodging charges incurred.

Classes will be held on the University of Charleston campus. The link for the campus map of the University of Charleston is:

<https://maps.utk.edu/?id=314#!ce/28177?ct/27641>

JUNE 3<sup>RD</sup> – 7<sup>TH</sup>, 2019

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

**Monday (June 3<sup>rd</sup>)**

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 (June 4<sup>th</sup>)

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 (June 5<sup>th</sup>)

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>Tour of Campus Facilities</i>

### Thursday (June 6<sup>th</sup>)

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 (June 7<sup>th</sup>)

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>

*Lodging information to be provided at a later date*

***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).