

APPA Supervisor's Toolkit
University of Tennessee
Knoxville, Tennessee
Training Session Announcement

SRAPPA is sponsoring a Supervisor's Toolkit training session at the University of Tennessee in Knoxville, Tennessee from April 29th – May 3rd, 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 April 19, 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.

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 1, 2019. Cancellation requests received after April 1, 2019 but before April 12, 2019 will be refunded but assessed a 25% administrative fee. Absolutely no refunds will be issued for cancellation requests received after April 12, 2019. APPA is not responsible for any travel or lodging charges incurred.

Classes will be held at the Facilities Services Complex, located on the University of Tennessee campus. Parking will be provided in the parking lot at 2040 Sutherland Avenue on campus. The link for the campus map of the University of Tennessee is:

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

APRIL 29TH – MAY 3RD, 2019

COURSE AGENDA

(Please note all times are Eastern Time)

Monday (April 29th)

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

Tuesday (April 30th)

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

Wednesday (May 1st)

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

Thursday (May 2nd)

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

Friday (May 3rd)

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

Hilton Block of Rooms Reserved (near the UT Campus):

We are pleased to confirm that your HiltonLink-New request KNXKHHF-APPA-20190428 has been processed by the Content Operations Team.

The requested personalized group web page is live and ready for guests to begin making reservations.

Your HiltonLink is: <http://www.hilton.com/en/hi/groups/personalized/K/KNXKHHF-APPA-20190428/index.jhtml>

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 .