Certified Power Supervisor (CPSv)

TVPPA's Certified Power Supervisor curriculum is designed for public power distribution system supervisory personnel. This course of study focuses on how to reduce employee grievances, customer complaints, absenteeism, job-related accidents and turnover. CPSv is made up of 9 core classes and participants have 4 years to complete all the necessary classes.

CLICK HERE TO VIEW CALENDAR

Core:

// Fundamental Supervisory Skills

This 2 day workshop consists of two modules. Managing People stresses and the importance of individual self-esteem in the workplace and shows how to give clear instructions, achieve consensus, and encourage others to commit to common goals. Communicating with People demonstrates active listening techniques, effective communication, and ways to recognize another person`s understanding of the issues. Instructional methods include presentation, videos, group discussion, and skill building exercises.

*Students are required to complete a **DISC profile** before class*

// Communicating Effectively with Utility Customers

This course uses group activities to help you learn and grow as a communicator in various situations. The emphasis is placed on creating and recognizing the time to create a memorable experience for the customers. This course is designed to be available for all levels of utility employees.

Intermediate – Program Level   14 CPE

This is a NASBA approved class.
There are not any prerequisites for this course

// Interpersonal Supervisory Skills I

This seminar includes three modules:

- Getting Employee Commitment provides training on how to establish specific and measurable objectives which will gain employee acceptance;
- Giving Orders & Instructions shows trainees, step-by-step, how to issue orders and instructions effectively; and
- Delegating Effectively explores the when, whom and what of delegating and how to use delegation as a motivational tool.

This course requires completion of prerequisite courses

// Interpersonal Supervisory Skills II

This seminar includes three modules:

- Positive Reinforcement for Improved Performance illustrates how to make employees more productive through positive supervision;
- Assessing Employee Performance demonstrates the most effective techniques for measuring results against actual performance; and
- Using Positive Discipline gives specific guidelines and standards for changing unacceptable behavior without adverse consequences.

This course requires completion of prerequisite courses

// Interpersonal Supervisory Skills III

Participants will build on the principles and techniques learned in Interpersonal Supervisory Skills I and II. The course consists of three modules.

- Improving Employee Work Habits covers difficult employee situations, and offers techniques for enforcing company policies and regulations in a non-threatening or confrontational way;
- Dealing with Employee Conflicts shows how to identify employee conflicts and teaches methods of conflict resolution, resolving misunderstandings, and avoiding negative interactions; and
- Communicating with Your Boss teaches specific techniques for framing' communications with superiors.

  This course requires completion of prerequisite courses

// Goal Setting & Planning

Why set goals? We all know what we want and need to get done, right? To answer these questions, we must answer another: Are we in our respective roles to maintain or to continuously improve, grow and meet the challenges ahead? If we aren't here to improve, grow and meet the oncoming challenges, even maintaining will eventually fail. Eighty- eight percent of people who set goals never reach them or abandon them altogether. Goals must lead to plans that drive execution.

// Buddy-to-Boss

Emphasizes the skills needed for the supervisor when taking over a established team or department. Included in the one day program is information on the following: Increase credibility as leaders, create an environment where people/ideas thrive, motivate employees, create a powerful environment of trust, enforce rules fairly for everyone, leading by example, master the challenges placed by the employees/friends you lead.

// Bridging the Generation Gap

With multiple generations of employees come multiple sets of attitudes and expectations. Bridging the Generation Gap will explore:

- Values and characteristics of Traditionals, Baby Boomers, Generation X and Millennials (plus a preview of Generation Z),
- How to meet employee expectations – in recruiting and retention,
- How to manage the generations effectively,
- Tips for fostering a workplace culture where all generations can contribute to their full potential by building on shared values and capitalizing on generational strengths.

// Making Performance Appraisals Matter

Many managers find performance appraisals to be one of the most dreaded responsibilities of their position, they find that reviews are done more out of routine than for growth and improvement. If not done correctly, they can certainly do more harm than good. This session will provide guidance for preparing, scheduling and conducting reviews to make the process simpler but far more powerful, useful and enjoyable for the manager and the employee.