

MEMORANDUM

STATE OF ALASKA
Department of Transportation and Public Facilities
Alaska Marine Highway System

“Academy for Supervisors (AFSU)” Spring 2012

Special Offering in Ketchikan

Dates: April 2nd – 6th
Times: 08:00 - 17:00
Location: Ketchikan ~ Cape Fox Lodge ~ 800 Venetia Way

~March SE/SW Classes ~

*Classes are offered in Juneau and Anchorage on a regular basis.
The classes/dates listed below are for your convenience only.

Check out the Train Alaska web site to see upcoming class offerings at <https://aws.state.ak.us/TrainAlaska/>

Dates: March 5th – 9th
Times: 08:00 – 16:30
Location: Anchorage ~ 619 East Ship Creek Avenue, Suite 309B

Date: March 19th – 23rd
Time: 08:00 -16:30
Location: Juneau ~ 333 Willoughby Ave SOB 10th Floor DOP Training

Registration: Contact Amy Wilson, Training Coordinator, via web-mail amy.wilson@alaska.gov or (907) 228-7254 for more information and to register for the Ketchikan class.

*If you are interested in attending an AFSU or other class listed on the “Train Alaska” site <https://aws.state.ak.us/TrainAlaska/> (link is also posted on the “go-to” training website “The AMHS Learning Portal <http://amhslearningportal.alaska.gov/>) just select the class and type in the information requested including the name of your KCO Shoreside Supervisor. Typically tuition only is paid for the AFSU class. Receipted travel, wages, per diem must be authorized in writing prior to attending. Please contact Amy Wilson for more information on the approval process.

Class Description: *This class fulfills the AMHS Minimum Qualifications (bid) requirement for the following Passenger Services shipboard positions: 1) Chief Steward, 2) Chief Cook/LeConte, 3) Chief Purser, and 4) PSWIC. AFSU is recommended for AMHS Facility, Vessel, and Shoreside Supervisors. Contact your (shoreside) Supervisor with questions/concerns &/or Amy Wilson, AMHS Training Coordinator.

***Note:** The Ketchikan AFSU class was scheduled primarily for AMHS Employees in the Ketchikan and outlying areas. AFSU may also be taken year round in Fairbanks, Anchorage, and Juneau. Class dates are updated periodically on the “Train Alaska” web site <https://aws.state.ak.us/TrainAlaska/> (see instructions on accessing the site above under “Registration”). The class sizes are limited. All requests to attend will be approved on a case by case basis.

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“Academy for Supervisors”: Upon completion of this five-day course participants will:

- Have knowledge of the role and responsibilities of a supervisor as an agent of the State of Alaska.
- Be able to articulate how attitudes and behaviors drive employee and constituent perceptions of the State of Alaska.
- Examine the legal and ethical requirements and responsibilities associated with your job and upon completion of application exercises, demonstrate knowledge of federal and state statutes, collective bargaining agreements, personnel rules, standard operating procedures, the Ethics Act and other mandated guidelines that apply across all operating departments of the State of Alaska Executive Branch.
- Demonstrate personal commitment to your organization’s culture of integrity.
- Recognize, reinforce and model ethical and compliant behavior.
- Use the L.E.A.D. (TM) Model to respond appropriately to "integrity moments."
- Have knowledge of the concepts and behaviors associated with the skill of assertive communication.
- Have knowledge of how and why the victim attitude blocks empowered communication and behavior and precludes interpersonal effectiveness.
- Have knowledge of the characteristics of an Empowered Attitude and how an Empowered Attitude influences choosing Assertive Communication Skills.
- By participating in an application exercise, demonstrate Literacy level proficiency in using the Skill of Dialogue with a strong focus on Listening with Empathy and Assertive Communication Behavior based on an Empowered Attitude.
- Have an understanding of and be able to develop strategies for dealing with the challenges and expectations associated with your transition from individual contributor to your responsibility to get work done through others.
- Have knowledge of how your actions can result in significant personal and organizational liabilities.
- Learn the One Minute Manager skills of Goal Setting, Praising and Reprimand.
- Learn the difference between assigning and delegating tasks and how to consider motivation and skill level prior to assigning or delegating tasks.
- Have knowledge of the four approaches to assigning and delegating tasks.
- Have knowledge of the State of Alaska performance management model.
- Have knowledge of legally defensible interviewing and hiring practices.
- Be able to identify and describe the tasks associated with each of the Four Phases of the Coaching Process.
- Have knowledge of the policies and procedures for writing an employee performance appraisal.
- Have knowledge of the purpose and process of progressive discipline as an element of performance management.
- Have knowledge of State of Alaska performance documentation and practices.
- Obtain tools to plan for the continuous improvement of your supervisory skills and transfer learning to the workplace.

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