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LOCAL COMMISSIONERS MEMORANDUM |

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DSS-4037EL (Rev. 9/89)

Transmittal No: 96 LCM-18

Date: February 21, 1996

Division: Management Support

and Quality Improvement

TO: Local District Commissioners

SUBJECT: Teleconference Series: "The Changing Role of the Supervisor"

March 20, May 1 & May 29, 9:00 AM - 11:30 AM

ATTACHMENTS: None

The Department of Social Services', Office of Human Resource Development, is pleased to present a three part teleconference series entitled, "The Changing Role of the Supervisor" from 9:00 AM to 11:30 AM on March 20th, May 1st and May 29th.

These live broadcasts will feature presentations by Robert Law. Mr. Law is an internationally known speaker and consultant with wide experience in team building, effective communication, leadership and professional development techniques. He was Director of Human Resources with Albany International Corporation (a 1992 winner of the "Excelsior Award", New York's version of the Malcolm Baldridge Quality Award). He will share his extensive knowledge with social services staff. His effectiveness as a facilitator of adult learning has kept him in high demand as a seminar leader and keynote speaker. His workshops are consistently described by participants as being challenging, highly informative, intensely practical, and even fun. Bob Law has worked with dozens of federal and state agencies including: United States Office of Personnel Management, Department of the Treasury, NYS Department of Labor, U.S. Department of Agriculture, NYS Training Council and NYS Office of Mental Retardation and Developmental Disabilities.

The three major competency areas covered in these 2% hour workshops will be:

Part I - Team Building Concepts and Techniques

March 20th Deadline: March 5

Part II - Effective Communication Skills

May 1st Deadline: April 17

Part III - Setting and Achieving Goals

May 29th Deadline: May 15

Each of the workshops will include a half hour call-in question and answer period at the end of the teleconference.

In this series, Mr. Law will help supervisors learn how to:
 create a positive work environment;
 identify the team's strengths and weaknesses;
 empower staff;
 capitalize on diversity and more.

Viewing Locations:

These teleconferences are designed for all State and local supervisory staff who wish to acquire additional skills in dealing with these important issues. These teleconferences can be viewed at any local social service department that is equipped with a SUNYSAT receive dish.

In the Albany area, the teleconference series can be viewed at the Bulmer Communications Center at Hudson Valley Community College. In Syracuse, the teleconference can be viewed at the Syracuse Regional Training Center at 351 South Warren Street. In New York City, it can be viewed in the Faculty Alcove at the Fashion Institute of Technology located at 8th Avenue and 27th Street.

Registration Process:

A formal teleconference announcement with a registration form is forthcoming. As participant handbooks will be provided, it is necessary that all staff pre-register for this teleconference series. We encourage staff to register for all three sessions. Certificates of Completion will be awarded to those participating in all sessions. Local district staff who wish to attend any session should notify their Staff Development Coordinator. Immediately after the registration deadline for each session, Staff Development Coordinators can submit a single registration form for their county to OA USERID AW7510, or use the registration form on the announcement.

State staff who wish to attend can register directly through the OA system. Registrations should include the number of attendees, the name and date of the teleconference, and the site at which they will be attending. These registrations may be sent directly to ID AW7510. If you have any questions, please refer them to Derrick Holmes at (518)474-2403, ID 89A507, or Dave McGann at (518)473-8380, ID AW2950.

David P. Avenius
Deputy Commissioner
Division of Management Support
and Quality Improvement