



County of Henrico, Virginia

INTEROFFICE MEMORANDUM

TO: Agency Heads and Key Officials **SUBJECT:** Changes to Role of the Supervisor Class
FROM: Director of Human Resources **DATE:** September 13, 2005

The Employee Development and Training Division of the Human Resources Department is announcing a change to the *Role of the Supervisor* course. As you may know, this course is the only required course for newly hired or newly promoted supervisors and managers at Henrico County. The course has changed over the years to meet the needs of our workforce and is now evolving once again to ensure that our “new” supervisors have the tools that they need to manage and develop their employees as soon as their promotion or hiring occurs.

We are excited to introduce a new blended learning approach where supervisors will receive an email after hire or promotion to provide them with on-line resources that will be available to them immediately. They will also be sent pre-work that will take approximately 2-4 hours to complete prior to attending the class. **Agency heads and middle managers are asked to encourage the “new” supervisors reporting to them to take the time to complete the pre-work as well as begin immediately accessing these new on-line resources.**

Another change to the format of the two-day *Role of the Supervisor* class is that a full day will be devoted to the topic of coaching and managing for performance. Our goal is that new supervisors will walk away with the knowledge and skills to successfully coach their employees on performance and development topics. **After the class is complete, each supervisor will be asked to schedule two 15-minute phone appointments working with a coach from the Employee Development & Training staff to reinforce performance coaching learned in the classroom and to address any challenges that they have encountered.**

The final major change to the class is that Human Resources will begin a process to ensure that we are meeting the learning needs of our new supervisors. A pre-evaluation will be sent to each new supervisor prior to the class as well as a post-evaluation three months after the completion of class. Our goal is to begin to measure the learning that is occurring and identify areas where we need to improve to ensure that we provide the type of training that is regarded as helpful for all new supervisors.

We ask for your assistance in encouraging your new supervisors to participate in all aspects of this new, blended learning approach to training our new supervisors at Henrico County. If you have any questions about the changes in the Role of the Supervisor class, please contact Deborah Warner at 501-7204 or war29@co.henrico.va.us.

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Director of Human Resources