UNLV Lifelong Learning – Supervisory Excellence Program

Current as of November 12, 2026

Program Overview

The Supervisory Excellence Certificate prepares frontline leaders to guide teams with confidence, clarity, and accountability. Participants learn to motivate others, navigate workplace challenges, and deliver measurable results in fast-paced environments.

Certificate Requirements

All nine core program courses must be completed within a year with a passing grade for all courses. Foundational Instruction must be completed. The Applied Learning Lab and Mastery Projects are not required to receive the Supervisory Excellence knowledge certificate.

Target Audience

Frontline Leaders: Individuals who need to guide teams, motivate others, and deliver measurable results.

Aspiring and New Supervisors: Individuals who are building essential management skills.

Transitioning Supervisors: Individuals who are moving into a supervisory role or who are seeking a foundational skill set in leadership.

Key Focus Areas

Foundational Leadership & Supervision: Building the essential management skills required for new supervisors. Skills covered include transitioning from peer to supervisor, setting clear expectations, communication (including constructive coaching), delegation, team-building, and applying ethical principles.

Operational Management & Productivity: Efficiency, systematic problem-solving, and managing performance to drive measurable results. Skills covered include implementing efficient workflow (prioritization and delegation), critical thinking and problem-solving (Root Cause Analysis and decision-making), and formulating individualized employee development plans.

Strategic Supervision & Change Management: Advanced soft skills for navigating complex organizational dynamics, conflict, and change. Skills covered include conflict resolution (mediation and de-escalation), implementing change management strategies, and designing long-term strategies for building and sustaining a high-performance team.

Program Format

- Delivery: In-person foundational course with hybrid options for hands-on workshops, role-playing, and case studies.
- Duration: 3–6 months (short courses and stackable credentials).

Estimated Time per Course

- In-person learning: 7 hours

- Applied learning activities: up to 4 hours
    - Applied Learning Lab: 2 hours
    - Mastery Project: 2 hours
- Reading and coursework (independent): 4 hours
- Total estimated time: 15 hours per course

Program Goals

- Synthesize and Formulate: Graduates will be able to synthesize core leadership, ethical, and interpersonal principles to formulate adaptive supervisory strategies that cultivate a positive, accountable, and high-trust team culture.
- Design and Implement: Graduates will be able to design and implement structured operational processes, utilizing critical thinking and problem-solving methodologies, to enhance productivity and align team resource allocation with strategic organizational objectives.
- Evaluate and Lead: Graduates will be able to evaluate complex workplace conflicts and periods of organizational uncertainty to lead teams effectively through change, employing advanced communication and conflict resolution techniques to ensure sustained performance and development.

Program Design

The Supervisory Excellence Certificate consists of three microcredentials, comprising nine core classes in total.

Foundational Leadership & Supervision (CPBUND6D)

- Fundamentals of Supervision (CP6340, CP6341, CP6342)
- Effective Communication & Coaching (CP6343, CP6344, CP6345)
- Ethical Leadership & Workplace Accountability (CP6346, CP6347, CP6348)

Operational Management & Productivity

- Time & Task Management
- Critical Thinking: Problem Solving and Decision Making (CP6352, CP6353, CP6354)
- Performance & Development (CP6355, CP6366, CP6367)

Strategic Supervision & Change Management

- Conflict Resolution (CP6358, CP6359, CP6360)
- Change Management (CP6361, CP6362, CP6363)
- Building High-Performance Teams (CP6364, CP6365, CP6366)

Completion Requirement

To earn each microcertificate, you must successfully complete all three of its courses.

Recommended Enhancement

Participation in the Applied Learning Lab (2 hours) is highly recommended for hands-on skill development.