

## **Manager's Guide to the Supervisor Knowledge Assessment**

Human Resources policies, practices, and collective bargaining agreements are complex. Knowing the right thing to do to ensure compliance with campus policies can be challenging.

The purpose of the Supervisor Knowledge Assessment is to support your direct report in becoming a more knowledgeable, capable, and confident supervisor in nine key areas:

- Personnel Policies and Contracts
- Compensation and Classification
- Recruiting and Hiring
- Payroll and Timekeeping
- Performance Management
- Disciplinary Action
- Complaints and Grievances
- Disability and Leave Management
- Health and Safety

The Supervisor Knowledge Assessment is not a test, nor is it intended to be connected to the performance review. Rather, it is an opportunity to assess your direct report's strengths and knowledge gaps.

### **As a manager of someone who has taken the assessment:**

1. Review the broad areas of assessment
2. Look for areas where your direct report received scores lower than 70%
  - a. Identify examples where this lack of knowledge may have led to problems
  - b. Review [Recommended Courses and Resources](#) for areas with less than 70% correct responses
3. Schedule a meeting and discuss results with your direct report
  - a. Acknowledge completion of the assessment
  - b. Ask how they perceive their overall results
  - c. Discuss ways to develop the areas with scores lower than 70%
  - d. Finish with defined actions and timeframe
4. Follow-up on progress

Note: A copy of the assessment questions can be found [here](#)