

***Come for the Albuquerque Balloon Fiesta...stay for the Supervisor's Toolkit!***

University of New Mexico  
Albuquerque, New Mexico  
**Training Session Announcement**

The University of New Mexico is sponsoring a Supervisor's Toolkit training session from October 10-13, 2016.

The tuition for this four-day training course is \$350.00 per person (see schedule below). Travel, per diem, lodging, etc. are not covered by the registration fee.

Registration is available through APPA starting August 1 and ending September 19. The class will be limited to the first 40, so register early!

[www.appa.org/Training/registration/register\\_pre.cfm?itemnumber=5605](http://www.appa.org/Training/registration/register_pre.cfm?itemnumber=5605)

If you encounter any problems registering, please contact Corey Newman at [corey@appa.org](mailto:corey@appa.org).

Checks will be the only form of payment and must be received prior to September 26, 2016. Please make checks payable to the University of New Mexico.

Mail to: University of New Mexico  
Physical Plant Department – c/o Giovanna Archuleta  
1818 Camino del Servicio, MSC07 4200  
Albuquerque, New Mexico 87131

If you have any questions, contact Giovanna Archuleta at [gmoya@unm.edu](mailto:gmoya@unm.edu) or (505) 277-1109.

The University of New Mexico will refund the full cost of registration for cancellations received before September 23, 2016. Cancellation requests received after September 23, 2016 but before October 3, 2016 will be refunded but assessed a 25% administrative fee. Absolutely no refunds will be issued for cancellation requests received after October 3, 2016. The University of New Mexico is not responsible for any travel or lodging charges incurred.

Classes will be held in Hokona Hall, building number 58.  
University of New Mexico campus map:

- Campus Map: [http://ppd.unm.edu/assets/documents/campus-maps/VisitorMapCentral\\_Numeric.pdf](http://ppd.unm.edu/assets/documents/campus-maps/VisitorMapCentral_Numeric.pdf)

**Hotel Information:**

- A block of hotel rooms have been reserved from October 8, 2016 – October 14, 2016 at Home2 Suites, <http://group.home2suites.com/PhysicalPlantDepartment>. Please use the group name, Physical Plant Department, when reserving your room.
- Home2Suites will provide free shuttle service to the campus for those staying at their hotel.

MONDAY, OCTOBER 10 – THURSDAY, OCTOBER 13, 2016

**COURSE AGENDA**  
(Modules are subject to change)

Monday

8:00am – 10:00am	<b>Module 1: Supervision - What Is It?</b>
10:00am – 10:15am	<b>Break</b>
10:15am – 12:00noon	<b>Module 1: Continued</b>
12:00noon – 1:00pm	<b>Lunch</b>
1:00pm – 3:00pm	<b>Module 2: It's More Than Administrivia</b>
3:00pm – 3:15pm	<b>Break</b>
3:15pm – 5:00pm	<b>Module 2: Continued</b>

Tuesday

8:00am – 10:00am	<b>Module 3: Communication - Let's Talk!</b>
10:00am – 10:15am	<b>Break</b>
10:15am – 12:00noon	<b>Module 3: Continued</b>
12:00noon – 1:00pm	<b>Lunch</b>
1:00pm – 3:00pm	<b>Module 3: If it Weren't for the People</b>
3:00 pm – 3:15pm	<b>Break</b>
3:15pm – 5:00pm	<b>Module 3: Continued</b>

Wednesday

8:00am – 10:00am	<b>Module 4: If it Weren't for the People (continued)</b>
10:00am – 10:15am	<b>Break</b>
10:15am – 12:00noon	<b>Module 4: Continued</b>
12:00noon – 1:00pm	<b>Lunch</b>
1:00pm – 3:00pm	<b>Module 4: Motivation and Performance</b>
3:00pm – 3:15pm	<b>Break</b>
3:15pm – 5:00pm	<b>Module 5: Continued</b>

Thursday

8:00am – 10:00am	<b>Module 5: Customer Service Triangle</b>
10:00am – 10:15am	<b>Break</b>
10:15am – 12:00noon	<b>Module 6: Continued</b>
12:00noon – 1:00pm	<b>Lunch</b>
1:00pm – 3:00pm	<b>Module 6: Leadership – Tools for Success</b>
3:00pm – 3:15pm	<b>Break</b>
3:15pm – 5:00pm	<b>Module 6: Continued &amp; Certificate Ceremony</b>

**Plan your trip so that you can take in the  
spectacular sights and sounds of  
Albuquerque's 44<sup>th</sup> Annual International Balloon Fiesta,  
October 1 – 9, 2016!**



Visit [www.balloonfiesta.com](http://www.balloonfiesta.com) for more information and to plan your visit to this amazing event!

After the Balloon Fiesta, check out what else Albuquerque has to offer  
<http://www.visitalbuquerque.org/>

**Hotel Information:  
Home2Suites (Near UNM Campus)**

**Special pricing for guests arriving early for APPA Supervisors Toolkit  
starting October 8<sup>th</sup>**

**This price is unheard of during the Balloon Fiesta!  
<http://group.home2suites.com/PhysicalPlantDepartment>**