

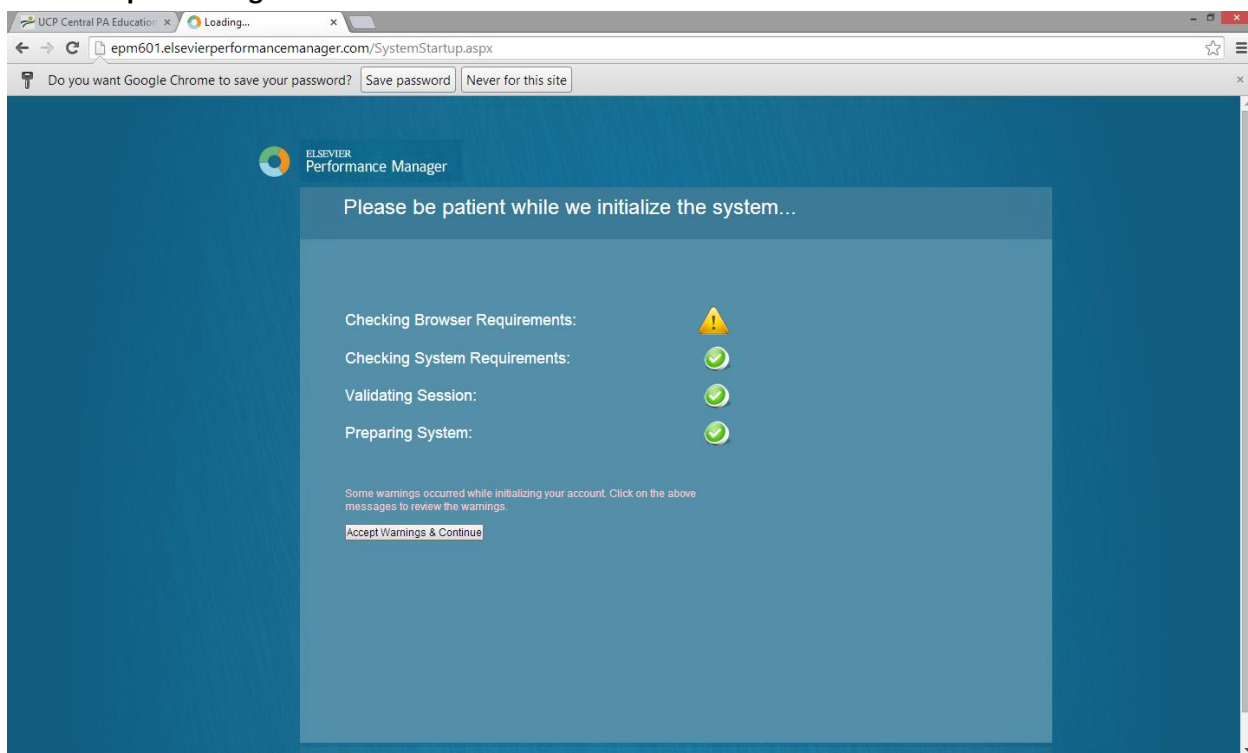
College of Direct Support – New Learner Guide

To access CDS go to the UCP Central PA Technology Portal @ <http://www.ucptechcentral.org/> > Education and Training @ <http://training.ucptechcentral.org/> > College of Direct Support link on right side of site @ <https://login.elsevierperformancemanager.com/systemlogin.aspx?virtualname=PA> .

1. Log-in using your Login name and Password (sent via email). Generic Password is hello.



2. Click Accept Warnings & Continue.



3. On your Personal Page, access your My eLearning Lessons by *Clicking View*.

The screenshot shows the 'Personal Page for: Happy Learner' in the DirectCourse system. The page has a navigation bar with links: Home, eLearning, Discussion, Classes & Events, Surveyor, Tools. The main content area is titled 'Personal Page for: Happy Learner' and contains several sections:

- Manage**
 - My eLearning Lessons: [View](#) 6 Lessons due
 - My Classes & Events: [View](#) 0 Scheduled in the next 15 days
 - My Announcements: [View](#) 0 New Announcements, 0 Acknowledgements due, 0 Acknowledgements overdue, 0 Survey due
 - My Surveys: [View](#)
 - My Discussions: [View](#) 0 Scheduled in the next 30 days, 0 New Postings
 - My Ontrack Items: [View](#) 0 Items due in the next 30 days
- Quick Links**
 - Self-Enroll - Classes & Events: [View](#)
 - Self-Enroll - eLearning: [View](#)
 - References: [View](#)
- Reports**
 - My Transcript - All Training: [View](#)
 - Credits Earned: [View](#)

At the bottom, there are links for Terms and Conditions, Privacy Policy, Contact Us, and NADSP Credentialing, along with a copyright notice for 2006-2014 Elsevier Inc. The Elsevier logo is also present.

4. Chose the desired lesson by *clicking* on the lesson name.

The screenshot shows the 'Assigned Items' page in the DirectCourse system. The page has a navigation bar with links: Home, eLearning, Discussion, Classes & Events, Surveyor, Tools. The main content area is titled 'Assigned Items' and contains a section for 'Assigned Items' with a sub-section for 'eLearning Self Enroll'.

Assigned Items

Assigned Items | eLearning Self Enroll

Currently viewing items that are due/overdue.

Available Filters: Assignments that are Due/Overdue

Assigned Item	Due Date	Priority	Started	Completed	Pretest Score Date	Score Date	Program Name	Assign Type	Eval
<input type="text" value="Y"/>							<input type="text" value="Y"/>		
CFSM: Preparing for the Supervisor's Job in Human Services: Communication in a Supervisory Role	11/16/2014	4					No Program Assigned	Assigned	
CFSM: Preparing for the Supervisor's Job in Human Services: Introduction	11/16/2014	4					No Program Assigned	Assigned	
CFSM: Preparing for the Supervisor's Job in Human Services: Professional Relationship Building	11/16/2014	4					No Program Assigned	Assigned	
CFSM: Preparing for the Supervisor's Job in Human Services: Supervising Diverse Work Teams	11/16/2014	4					No Program Assigned	Assigned	
CFSM: Preparing for the Supervisor's Job in Human Services: Supervisors and Their Roles	11/16/2014	4					No Program Assigned	Assigned	
CFSM: Preparing for the Supervisor's Job in Human Services: Understanding Leadership	11/16/2014	4					No Program Assigned	Assigned	

At the bottom, there are links for Terms and Conditions, Privacy Policy, Contact Us, and NADSP Credentialing, along with a copyright notice for 2006-2014 Elsevier Inc. The Elsevier logo is also present.

5. Begin the lesson by *clicking* Start the Lesson.

The screenshot shows a web browser window with the URL `contentplayer.elsevierperformancemanager.com/Default.aspx?LessonID=Sertoma-PSJ04&virtualName=PA503&Passthrough=%2bnqZ02Jtbw%2bqYYvQ%2bJPA...`. The page features the DirectCourse logo and a blue header bar with the text "Course 5: Preparing for the Supervisor's Job in Human Services" and "Lesson 4: Communication in a Supervisory Role". Below this, the title "Communication in a Supervisory Role" is displayed, followed by a "Welcome" section. The main text describes the purpose of the supervisory role and the lesson's focus. Two large blue buttons labeled "OJT" and "Portfolio" are prominently displayed. At the bottom, there are two buttons: "Start the Lesson" and "Take the Test".

<%@ Language=VBScript %>

Course 5: Preparing for the Supervisor's Job in Human Services
Lesson 4: Communication in a Supervisory Role

Communication in a Supervisory Role

Welcome

A primary purpose of the supervisory role is to communicate with others. A supervisor is expected to effectively communicate in a number of different situations. This may include working with employees or other professionals. It may include working with the person supported or families. It can also include communicating with community members. Depending on the situation, the people involved have different needs. The supervisor must be able to adjust his or her communication style and methods to meet these needs. This lesson helps the learner understand what is different about communication expectations in the move from being a direct support professional to becoming a supervisor. It also provides information on how to effectively perform and develop skills.

Click on the buttons if you would like to see suggested On-The-Job (OJT) skills and Portfolio samples for this lesson. These lists are methods of assessing skills, knowledge, and attitudes that the lesson is designed to help learners develop.

OJT **Portfolio**

This course was most recently updated on: **July 17th, 2008**

Start the Lesson **Take the Test**

6. Complete the lesson, completing activities as directed. Take evaluation, by *clicking* Take Test.

The screenshot shows the same web browser window, but now displaying the lesson content. The URL is `contentplayer.elsevierperformancemanager.com/contentLessonEngine.aspx?LessonID=Sertoma-PSJ04&virtualName=PA503&Passthrough=%2bnqZ02Jtbw%2bqYYvQ%2bJPA...`. The page features a navigation bar with icons for "Personal Page", "My Notes", "Lesson Menu", and "Take Test". Below this, the title "Communication in a Supervisory Role" is displayed, followed by a "Welcome" section. The main content area shows a video of two people in a meeting, with a large blue overlay on the right side that reads "Lesson 4 Communication in a Supervisory". At the bottom, there is a footer with icons for "Glossary", "Resources", "Lesson Help", and "Lesson Info", along with a page indicator "Page: 1 of 51".

Course 5: Preparing for the Supervisor's Job in Human Services
Lesson 4: Communication in a Supervisory Role

Communication in a Supervisory Role

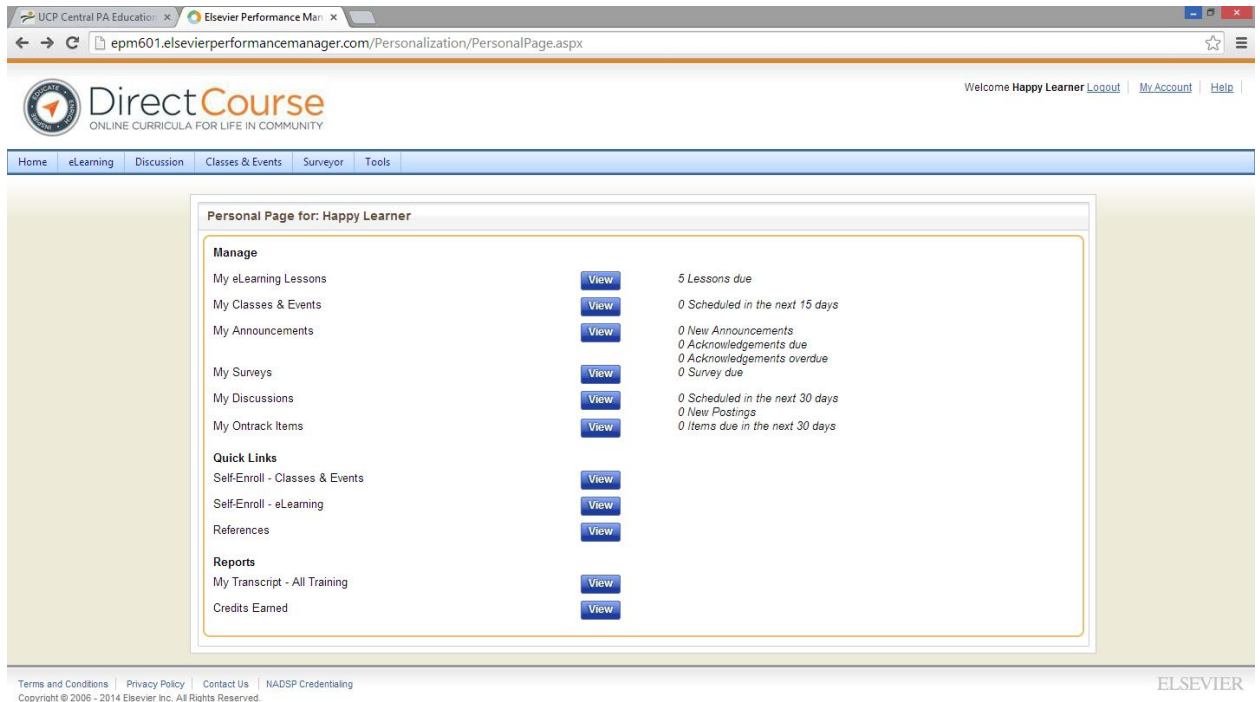
Welcome

Lesson 4
Communication in a Supervisory

Glossary **Resources** **Lesson Help** **Lesson Info**

Page: 1 of 51

7. To access your transcript, select the Home tab, My Personal Page. Under Reports, **Click View.**



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epm601.elsevierperformancemanager.com/Personalization/PersonalPage.aspx

Welcome **Happy Learner** [Logout](#) [My Account](#) [Help](#)

Direct Course
ONLINE CURRICULA FOR LIFE IN COMMUNITY

Home eLearning Discussion Classes & Events Surveyor Tools

Personal Page for: Happy Learner

Manage

- My eLearning Lessons [View](#) 5 Lessons due
- My Classes & Events [View](#) 0 Scheduled in the next 15 days
- My Announcements [View](#) 0 New Announcements
0 Acknowledgements due
0 Acknowledgements overdue
0 Survey due
- My Surveys [View](#)
- My Discussions [View](#) 0 Scheduled in the next 30 days
0 New Postings
- My Ontrack Items [View](#) 0 Items due in the next 30 days

Quick Links

- Self-Enroll - Classes & Events [View](#)
- Self-Enroll - eLearning [View](#)
- References [View](#)

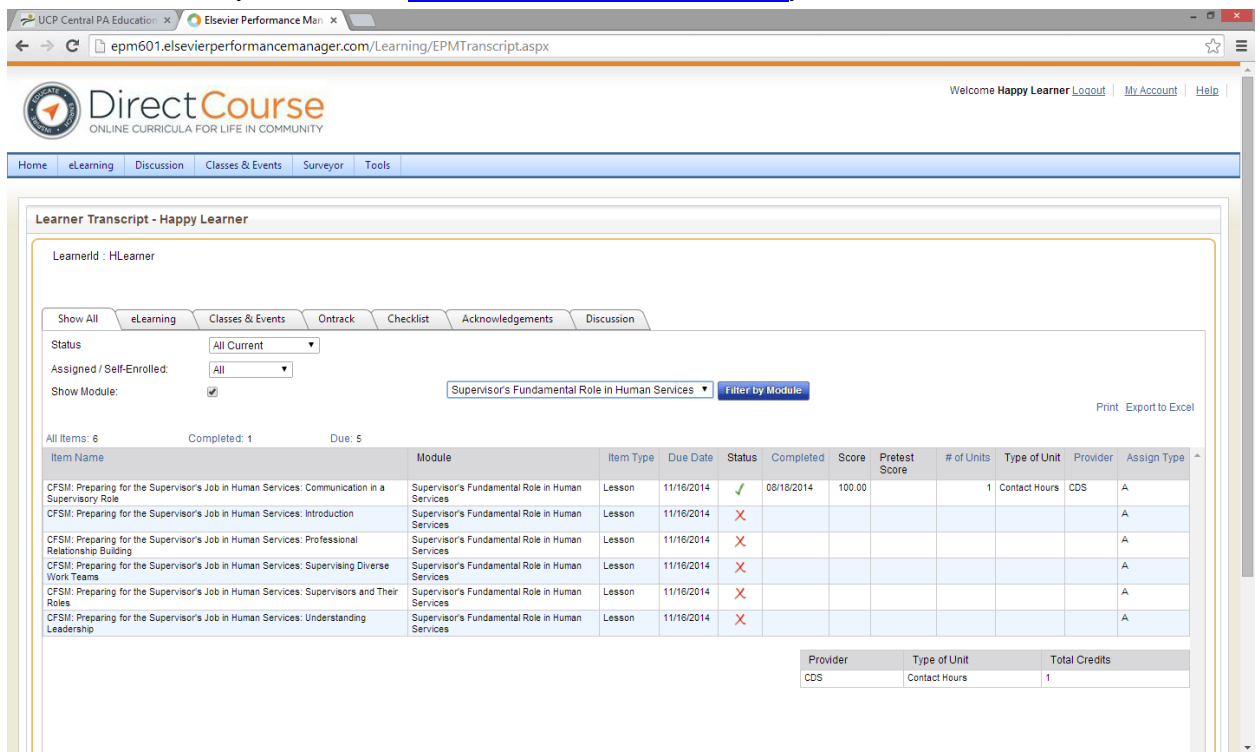
Reports

- My Transcript - All Training [View](#)
- Credits Earned [View](#)

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8. For documentation, after completing ALL lessons in the module, **Check** the Show Module box and select the recently completed module name. Print and submit to your Supervisor and Human Resources (interoffice or HRHelpdesk@ucpcentralpa.org).



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epm601.elsevierperformancemanager.com/Learning/EPMTTranscript.aspx

Welcome **Happy Learner** [Logout](#) [My Account](#) [Help](#)

Direct Course
ONLINE CURRICULA FOR LIFE IN COMMUNITY

Home eLearning Discussion Classes & Events Surveyor Tools

Learner Transcript - Happy Learner

LearnId: HLEARNER

Show All eLearning Classes & Events Ontrack Checklist Acknowledgements Discussion

Status: All Current

Assigned / Self-Enrolled: All

Show Module: ☒ Supervisor's Fundamental Role in Human Services [Filter by Module](#)

Print Export to Excel

All Items: 6 Completed: 1 Due: 5

Item Name	Module	Item Type	Due Date	Status	Completed	Score	Pretest Score	# of Units	Type of Unit	Provider	Assign Type
CFSM: Preparing for the Supervisor's Job in Human Services: Communication in a Supervisory Role	Supervisor's Fundamental Role in Human Services	Lesson	11/16/2014	✓	08/16/2014	100.00		1	Contact Hours	CDS	A
CFSM: Preparing for the Supervisor's Job in Human Services: Introduction	Supervisor's Fundamental Role in Human Services	Lesson	11/16/2014	✗							A
CFSM: Preparing for the Supervisor's Job in Human Services: Professional Relationship Building	Supervisor's Fundamental Role in Human Services	Lesson	11/16/2014	✗							A
CFSM: Preparing for the Supervisor's Job in Human Services: Supervising Diverse Work Teams	Supervisor's Fundamental Role in Human Services	Lesson	11/16/2014	✗							A
CFSM: Preparing for the Supervisor's Job in Human Services: Supervisors and Their Roles	Supervisor's Fundamental Role in Human Services	Lesson	11/16/2014	✗							A
CFSM: Preparing for the Supervisor's Job in Human Services: Understanding Leadership	Supervisor's Fundamental Role in Human Services	Lesson	11/16/2014	✗							A

Provider	Type of Unit	Total Credits
CDS	Contact Hours	1