



Fundamental Supervisory Practices 2026 - 2027

DAY 1

8:30AM

Session 1: Setting the Context

- Welcome, Introductions and Participant Expectations
- Overview of Program/Program Expectations/Learning Partner
- Identify the skills needed to be a more agile learner.
- Define and clarify the role of government, identify stakeholders and examine expectations of supervisors in the public sector.

12:00PM

LUNCH

1:00PM

Session 2: Your True TILT and How to Use It

- Introduce the True TILT model to help increase self-awareness and understanding of your preferred character traits and how these show up in your interactions with others.
- Provide a framework and language to help you have productive and meaningful conversations with your direct reports and your manager.
- Identify situations in which you might over/under use TILT character traits and identify the impact on you and others.

4:00PM

Instructions for Tomorrow and Adjourn

DAY 2

8:30AM

Session 3: Your True TILT and How to Use It (*continued*)

- Continue discussion of TILT model and application of TILT to work with your team.
- Identify ways that you can improve your effectiveness by stretching to other character traits you may be underusing or neglecting.
- Examine your triggers and reactions to stress and introduce the STOP model to promote more effective interactions.
- Identify roles/personas that you commonly use and learn ways to communicate more effectively.

12:00PM

LUNCH

1:00PM

Session 4: Establishing Trust and Credibility

- Examine the skills important for effective supervision and assess your current competence with each skill.
- Examine the skills needed to establish trust and credibility as a supervisor.
- Clarify the skills and attitude needed to move from buddy to boss and review “real-life” issues related to making the transition to a supervisory role.
- Review the six disciplines of credibility and discuss the importance and value of guiding principles.

(continued)

- Begin the creation of a guiding principles document and an individual learning development plan to be used during the program and back on the job.

4:00PM **Instructions for Tomorrow and Adjourn**

DAY 3

8:30AM **Session 5: Communicating Effectively**

- Examine how assumptions and mental models influence your behavior and the results you get, and how these relate to your effectiveness as a supervisor.
- Review components of a basic communication model and why these are important for effective communication.
- Identify and practice using skills of active listening
- Explore the ladder of inference and its impact on effective communication.

12:00PM LUNCH

1:00PM **Session 6: Drama Triangle and I Message**

- Review the Drama Triangle and practice applying effective communication strategies to remain out of the Drama Triangle and promote positive work relationships.
- Introduce “I” messages and continued skill practice with checking inferences, asking questions and active listening.
- Describe steps for an effective performance conversation and begin planning for a difficult conversation.

4:00PM **Instructions for Tomorrow and Adjourn**

DAY 4

8:30AM **Session 7: Coaching and Feedback**

- Review the importance and value of performance feedback and coaching employees for success.
- Build greater awareness of skills needed to respond with empathy, hold others accountable for their actions and maintain effective working relationships.
- Practice having “real life” difficult conversations and give and receive feedback from peers on using skills learned in the class.

12:00PM LUNCH

1:00PM **Session 8: Navigating Legal Issues**

- Identify the legal issues and key employment laws you have to navigate as a supervisor.
- Review EEOC protected classes and identify best practices to prevent discrimination claims.
- Discuss strategies for creating a productive and safe working environment free from harassment.

(continued)

- Evaluate common employment situations and determine possible response strategies and resources needed for an appropriate response.

4:00PM **Instructions for Tomorrow and Adjourn**

DAY 5

8:30AM **Session 9: Leading a Multigenerational Workforce**

- Raise awareness of the impacts of biases and stereotypes
- Review characteristics of four generations in the workplace and discuss the challenges and benefits of working with a multigenerational workforce.
- Identify strategies to build a positive and productive work environment where differences are valued and all can thrive.
- Finalize an individual development plan to take back home to assist in the transfer of training from the classroom to the job.

12:00PM **ADJOURN**

Program contact hours: 29.5

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