



Fundamental Supervisory Practices

Western Carolina University at Biltmore Park, Asheville, NC

July 13 – 17, 2026

Monday, July 13, 2026

Room BP346

Day 1: Sessions 1 & 2

8:30AM

Setting the Context

Dale Smith, Adjunct Instructor

- Welcome, Introductions and Participant Expectations
- Overview of Program/Program Expectations/Learning Partner
- Learning Agility and its importance for this program
- Learning Model overview
- Building awareness of the role, duties and expectations for a supervisor in the Public Sector

12:00PM

Lunch

1:00PM

Your True TILT and How to Use It

Dale Smith, Adjunct Instructor

- Getting Comfortable with Learning New Things About Yourself
- The TILT model and you
- Why TILT?
- Exploring True Tilt patterns

4:00PM

Instructions for Tomorrow and Adjourn

Tuesday, July 14

Room BP346

Day 2: Sessions 3 & 4

8:30AM

Your True TILT and How to Use It

Dale Smith, Adjunct Instructor

- Why do I sometimes react that way?
- Choosing Conscious, balanced responses
- How to TILT to context
- Personal Development Planning

12:00PM

Lunch

1:00PM

Skills Needed to Be An Effective Supervisor

Rebecca Jackson, Adjunct Instructor

- Skills needed for supervision



School of Government

- Behaviors of the Best and Worst Supervisors
- Moving from Buddy to Boss
- Establishing Trust and Credibility with your Direct Reports
- The Importance of Guiding Principles

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

Wednesday, July 15
Day 3: Sessions 5 & 6

Room BP346

8:30AM **Navigating Legal Issues**
Rebecca Jackson, Adjunct Instructor

- Test your knowledge of key employment laws
- Review EEO protected classes, types of workplace harassment and EEOC guidelines
- Understand the supervisor's role in creating a safe and motivating work environment.
- Explore response strategies to HR issues to ensure legal compliance.

12:00PM Lunch

1:00PM **Understanding Generational and Other Differences**
Rebecca Jackson, Adjunct Instructor

- Your First Thoughts
- Types of Bias
- Stereotypes and Dispelling Myths
- Managing Generational Differences

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

Thursday, July 16
Day 4: Sessions 7 & 8

Room BP346

8:30AM **Effectively Communicating with Staff**
Asila Calhoun, Adjunct Instructor

- Importance of Communication
- Review of the Communication Process
- Active Listening Techniques
- Staying Curious: Asking Questions
- Ladder of Inference

12:00PM Lunch



- 1:00PM **Checking Yourself**
Asila Calhoun, Adjunct Instructor
- Drama Triangle
 - Emotional Triggers
 - Getting Out of the Drama Triangle
 - I messages
 - Performance Conversation Planning
- 4:00PM **Instructions for Tomorrow and Adjourn**

Friday, July 17
Day 5: Sessions 9

Room BP336

- 8:30AM **Feedback and Coaching**
Asila Calhoun, Adjunct Instructor
- What is Feedback? Why is it important? What are its limitations
 - Performance Conversation Model
 - Feedback and Performance Conversation Practice
 - Transfer of Training back on the Job
- 12:00PM Adjourn