Advanced Supervisory Practices
9:00AM - 4:00PM
School of Government, Chapel Hill

Monday: Building and Understanding Emotional Intelligence
9:00AM – Noon: Introduction to Advanced Supervisory Practices
• Welcome and expectations for learning
• Review of key concepts from Fundamental Supervisory Practices
• Introduction to Emotional Intelligence

12:00PM: Lunch

1:00PM – 4:00PM: Introduction to Emotional Intelligence
• Defining and understanding the EQI subscales through activities and discussion
• Examining your own EQI 2.0 Results
• Personal development planning to build your emotional intelligence
• Working with Learning Partners

Tuesday: Managing Performance, Solving Problems and Resolving Conflict with Emotional Intelligence
9:00AM – 12:00PM: Managing performance and Solving Problems
• Building emotional intelligence in yourself and others to enhance your personal and organizational effectiveness
• Review of skills used in effective problem-solving
• Coaching employees to help others solve problems and build emotional intelligence
• Practice using skills to facilitate effective problem-solving

12:00PM – 1:00PM: Lunch

1:00PM – 4:00PM: Resolving Conflicts with Emotional Intelligence
• Examining styles of conflict resolution
• Resolving conflicts collaboratively using a mutual learning approach
• Values, assumptions, and behaviors of mutual learning
• Practice using collaborative conflict resolution skills for managing employee performance
Wednesday: Group Problem Solving and Working with Teams
9:00AM – Noon: Group Problem Solving
• Leading effective meetings
• 7-step Group Problem-solving model
• Effectively facilitating group problem-solving
• Group problem-solving simulation and facilitation practice

12:00PM – 1:00PM: Lunch

1:00PM – 4:00PM: Working in Teams
• Understanding teams and teamwork
• Using TILT to build positive influence with your team
• Identifying areas for development

Thursday: Leading Effective Teams and Taking it Back Home
9:00AM – Noon: Leading Effective Teams
• The 5 behaviors of a cohesive team
• Examining the Team Performance Model
• Team TILT

12:00PM – 1:00PM: Lunch

1:00PM – 4:00PM: Team and Organizational Dynamics and Taking it Back Home
• Four Pillars of Leadership and the 12 agilities
• Connecting the dots between emotional intelligence and team effectiveness
• Diagnosing your team and helping your team become more agile
• Bringing it together and taking it back home