



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 EQ-I 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