



Effective Supervisory Management Program

August 13-17, 2018

Hilton Garden Inn, Winston-Salem

Monday, August 13

8:00 am	Check-in and light continental breakfast	
9:00 am	Introductions	
	Manager as Street-Level Leader	Donna Warner
12:30 pm	Lunch <i>(provided)</i>	
1:30 pm	Manager as Street-Level Leader – continued	Donna Warner
2:00 pm	Welcome to Supervising Others	Donna Warner
2:30 pm	Working with Multiple Generations	Donna Warner
5:00 pm	Recess	

Tuesday, August 14

8:30 am	Communication and Conflict Resolution	Mary Jane Nirdlinger
12:30 pm	Lunch <i>(provided)</i>	
1:30 pm	Communication and Conflict Resolution – Continued	Mary Jane Nirdlinger
3:00 pm	Decision Making	Mary Jane Nirdlinger
5:00 pm	Recess	



Wednesday, August 15

8:30 am	Decision-Making Case	Mary Jane Nirdlinger
10:00 am	Human Behavior	Becky Veazey
12:30 pm	Lunch <i>(provided)</i>	
1:30 pm	Human Behavior - continued	Becky Veazey
5:00 pm	Recess	

Thursday, August 16

8:30 am	Leadership	Dale Smith
12:30 pm	Lunch <i>(provided)</i>	
1:30 pm	Motivation	Dale Smith
5:00 pm	Recess	

Friday, August 17

8:30 am	Coaching and Feedback	Eleanor Green
12:00 pm	Evaluations and Graduation	
12:30 pm	Adjourn	