



Fundamental Supervisory Practices

June 12-16, 2023

Western Carolina University's Biltmore Park Campus, Asheville, NC

8:30AM-4:00PM

Monday, June 12

Room BP 336

8:10AM Breakfast

Room BP 339

8:30AM Setting the Context

Rick Rocchetti

- Welcome, Introductions and Expectations
- Overview of Program/Program Expectations/Learning Partner
- Learning Agility and its importance for this program
- Learning Model overview
- Stakeholder Identification Activity
- Public Service-a calling and the role of government
- Supervision in the public sector

12:00PM Lunch at WCU Biltmore Park Campus

Room BP 339

1:00PM Your True TILT and How to Use it

Rick Rocchetti

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

4:00PM Adjourn

Post-Class Assignment:

Complete the Skills needed for Supervision Worksheet

Tuesday, June 13

Room BP 336

8:10AM Breakfast

Room BP 339

8:30AM Your True TILT and How to Use it

Rick Rocchetti

- Choosing Agility
- Tilting To Context
- Personas-what are they and how to use them.
- Personal Development

12:00PM Lunch at WCU Biltmore Park Campus

Room BP 339

1:00PM Skills Needed to Be An Effective Supervisor

Asila Calhoun

- Skills needed for supervision
- Behaviors of the Best and Worst Supervisors

- Moving from Buddy to Boss
- Establishing Trust and Credibility with your Direct Reports
- Working with your Learning Partner

4:00PM Instructions for Tomorrow and Adjourn

Post-Class Assignment:

Meet with learning partner to discuss Day 1-2 Reflection Questions
Complete the Navigating Legal Issues True/False Questionnaire

Wednesday, June 14

Room BP 336

8:10AM Breakfast

Room BP 339

8:30AM Navigating Legal Issues

Asila Calhoun

- Identify the legal issues and key employment laws you have to navigate as a supervisor.
- Review EEOC protected classes and review best practices to prevent discrimination claims.
- Discuss strategies for creating a productive and safe working environment free from harassment.
- Evaluate common employment situations and determine possible response strategies and resources needed for an appropriate response.

12:00PM Lunch at WCU Biltmore Park Campus

Room BP 339

1:00PM Diversity, Inclusion, and Belonging: Managing Multiple Generations

Asila Calhoun

- Your First Thoughts
- Stereotypes and Dispelling Myths
- Diversity Wheel
- Managing Multiple Generations

4:00PM Adjourn

Post-Class Assignment:

Suggested reading: "How to Manage Intergenerational Conflict in the Workplace"

Thursday, June 15

Room BP 336

8:10AM Breakfast

Room BP 339

8:30AM Effectively Communicating with Staff

Eleanor Green

- Importance of Communication
- Review of the Communication Process
- Active Listening Techniques
- Role and Types of Questions
- Ladder of Inference

12:00PM Lunch at WCU Biltmore Park Campus

Room BP 339

1:00PM Checking Yourself**Eleanor Green**

- Drama Triangle
- Emotional Triggers
- Getting Out of the Drama Triangle
- I messages
- Performance Conversation Planning

4:00PM Adjourn**Friday, June 16****Room BP 336****8:10AM Breakfast****Room BP 339****8:30AM Feedback and Coaching****Eleanor Green**

- 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

Post-Class Assignment:

Complete FSP Personal Development Plan and share with your supervisor and staff as desired

Commit to making changes identified in the Personal Development Plan

Send an email to your Learning Partner using an "I" message to recognize them for how they helped you during FSP program.

Contact course instructors with questions