



# Fundamental Supervisory Practices

**April 10-14, 2023**

UNC School of Government

8:30AM-4:00PM

## **Monday, April 10**

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### **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 School of Government**

### **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**

## **Tuesday, April 11**

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### **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 School of Government**

### **1:00PM Skills Needed to Be An Effective Supervisor**

**Dale Smith**

- 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**

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## **Wednesday, April 12**

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### **8:30AM Navigating Legal Issues**

**Dale Smith**

- 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 Instructions for Tomorrow and Adjourn**

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

**Dale Smith**

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

### **4:00PM Adjourn**

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## **Thursday, April 13**

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### **8:30AM Effectively Communicating with Staff**

**Carolyn Miller**

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

### **12:00PM Lunch at the School of Government**

### **1:00PM Checking Yourself**

**Carolyn Miller**

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

### **4:00PM Adjourn**

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## **Friday, April 14**

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### **8:30AM Feedback and Coaching**

**Carolyn Miller**

- 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