



Fundamental Supervisory Practices

April 08-12, 2024

Knapp-Sanders Bldg, School of Government, Chapel Hill, NC

8:30AM-4:00PM

Monday, April 08

8:30AM Setting the Context

Eleanor Green

- 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 SOG

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

Eleanor Green

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

4:00PM Adjourn

Tuesday, April 09

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

Eleanor Green

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

12:00PM Lunch at SOG

1:00PM Skills Needed to Be An Effective Supervisor

Carolyn Miller

- 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 Adjourn

Wednesday, April 10

8:30AM Navigating Legal Issues

Carolyn Miller

- 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 SOG

1:00PM Diversity, Inclusion, and Belonging:

Carolyn Miller

Managing Multiple Generations

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

4:00PM Adjourn

Thursday, April 11

8:30AM Effectively Communicating with Staff

Dale Smith

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

12:00PM Lunch at SOG

1:00PM Checking Yourself

Dale Smith

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

4:00PM Adjourn

Friday, April 12

8:30AM Feedback and Coaching

Dale Smith

- 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