



Fundamental Supervisory Practices

December 11-15, 2023

Lumber River Council of Governments, Pembroke, NC

8:30AM-4:00PM

Monday, December 11

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 Lumber River COG

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

Post-Class Assignment:

Complete the Skills needed for Supervision Worksheet

Tuesday, December 12

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 Lumber River COG

1:00PM Skills Needed to Be An Effective Supervisor

Eleanor Green

- 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, December 13

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 Lumber River COG

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

Carolyn Miller

- 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, December 14

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 Lumber River COG

1:00PM Checking Yourself

Asila Calhoun

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

4:00PM Adjourn

Friday, December 15

8:30AM Feedback and Coaching

Asila Calhoun

- 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