



Fundamental Supervisory Practices-Week I

May 8-12, 2023

9:00AM - 12:00PM

ONLINE

Monday, May 8

8:30AM Check-in/Log-in

9:00AM Setting the Context

Dale Smith (and Asila Calhoun)

- 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 Instructions for Tomorrow and Adjourn

Post-Class Assignment:

- Complete the Skills needed for Supervision Worksheet

Tuesday, May 9

8:30AM Mix-n-Mingle Rooms

9:00AM Skills Needed to Be An Effective Supervisor

Dale Smith (and 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

12:00PM Instructions for Tomorrow and Adjourn

Post-Class Assignment:

- Meet with learning partner to discuss Day 1-2 Reflection Questions
- Read through your True TILT profile and bring to class tomorrow

Wednesday, May 10

8:30AM Mix-n-Mingle Rooms

9:00AM Your True TILT and How to Use it

Carolyn Miller (and Asila Calhoun)

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

12:00PM Instructions for Tomorrow and Adjourn

Thursday, May 11

8:30AM Mix-n-Mingle Rooms

9:00AM Your True TILT and How To Use it, Cont'd

Carolyn Miller (and Asila Calhoun)

- Why do I sometimes react that way?
- Choosing Conscious, balanced responses
- How to TILT to context
- Personal Development Planning

12:00PM Instructions for Tomorrow and Adjourn

Post-Class Assignment:

Complete the Navigating Legal Issues True/False Questionnaire prior to Day 5 class

Friday, May 12

8:30AM Mix-n-Mingle Rooms

9:00AM Navigating Legal Issues

Eleanor Green (and 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 Instructions for Week II and Adjourn

Post-Class Assignment:

- Complete your Guiding Principles Worksheet
- Complete your FSP Week One Personal Development Plan
- Meet with your learning partner prior to Week 2 to discuss Days 3-5 Reflection Questions and share your FSP Guiding Principles to get feedback



Fundamental Supervisory Practices-Week II

May 22-25, 2023

9:00AM-12:00PM

ONLINE

Monday, May 22

8:30AM Mix-n-Mingle Rooms

**9:00AM Diversity, Inclusion, and Belonging:
Managing Multiple Generations**

Eleanor Green (and Asila Calhoun)

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

12:00PM Instructions for Tomorrow and Adjourn

Post-Class Assignment:

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

Tuesday, May 23

8:30AM Mix-n-Mingle Rooms

9:00AM Effectively Communicating with Staff

Eleanor Green (and Asila Calhoun)

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

12:00PM Instructions for Tomorrow and Adjourn

Post-Class Assignment:

- Read "Who's Got the Monkey" – Harvard Business Review article

Wednesday, May 24

8:30AM Mix-n-Mingle Rooms

9:00AM Checking Yourself

Dale Smith (and Asila Calhoun)

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

12:00PM Instructions for Tomorrow and Adjourn

Post-Class Assignment:

- Complete Performance Conversation Planning Worksheet prior to Day 9
- Meet with Learning Partner to discuss Day 6-7-8 Reflection Questions

Thursday, May 25

8:30AM Mix-n-Mingle Rooms

9:00AM Feedback and Coaching

Dale Smith (and 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

12:00PM Adjourn