



Fundamental Supervisory Practices-Week II

September 26-29, 2022

9:00AM-12:00PM

ONLINE

Monday, September 26

8:30AM Mix-n-Mingle Rooms

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

Asila Calhoun (and Eleanor Green)

- 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, September 27

8:30AM Mix-n-Mingle Rooms

9:00AM Effectively Communicating with Staff

Carolyn Miller (and Eleanor Green)

- 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, September 28

8:30AM Mix-n-Mingle Rooms

9:00AM Checking Yourself

Carolyn Miller (and Eleanor Green)

- 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, September 29

8:30AM Mix-n-Mingle Rooms

9:00AM Feedback and Coaching

Carolyn Miller (and 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

12:00PM Adjourn