



# Fundamental Supervisory Practices

**February 9-13, 2026**

School of Government, Chapel Hill, NC

8:30AM-4:00PM

## **Monday, February 9**

### **8:30AM Setting the Context**

**Room 2403**

**Dale Smith**

- Welcome, Introductions and Participant Expectations
- Overview of Program/Program Expectations/Learning Partner
- Learning Agility and its importance for this program
- Learning Model overview
- Building awareness of the role, duties and expectations for a supervisor in the Public Sector

### **12:00PM Lunch at SOG**

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

**Dale Smith**

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

### **4:00PM Instructions for Tomorrow and Adjourn**

## **Tuesday, February 10**

**Room 2403**

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

**Dale Smith**

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

### **12:00PM Lunch at SOG**

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

**Rebecca Jackson**

- Skills needed for supervision
- Behaviors of the Best and Worst Supervisors
- Moving from Buddy to Boss
- Establishing Trust and Credibility with your Direct Reports
- The Importance of Guiding Principles

### **4:00PM Instructions for Tomorrow and Adjourn**

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## **Wednesday, February 11**

**Room 2403**

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

**Rebecca Jackson**

- Test your knowledge of key employment laws
- Review EEO protected classes, types of workplace harassment and EEOC guidelines
- Understand the supervisor's role in creating a safe and motivating work environment.
- Explore response strategies to HR issues to ensure legal compliance.

### **12:00PM Lunch at SOG**

### **1:00PM Understanding Generational and Other Differences**

**Rebecca Jackson**

- Your First Thoughts
- Types of Bias
- Stereotypes and Dispelling Myths
- Managing Generational Differences

### **4:00PM Instructions for Tomorrow and Adjourn**

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## **Thursday, February 12**

**Room 2403**

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

**Eleanore Green**

- Importance of Communication
- Review of the Communication Process
- Active Listening Techniques
- Staying Curious: Asking Questions
- Ladder of Inference

### **12:00PM Lunch at SOG**

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

**Eleanor Green**

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

### **4:00PM Instructions for Tomorrow and Adjourn**

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## **Friday, February 13**

**Room 2403**

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

**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