



Fundamental Supervisory Practices-Week I

October 6-10, 2025

ONLINE

Monday, October 6

8:30AM Check-in/Log-in

9:00AM Setting the Context

Mike Brown (and Rebecca Jackson)

- 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 Instructions for Tomorrow and Adjourn

Tuesday, October 7

8:30AM Mix-n-Mingle Rooms Open

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

Dale Smith (and Rebecca Jackson)

- 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

Wednesday, October 8

8:30AM Mix-n-Mingle Rooms Open

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

Dale Smith (and Rebecca Jackson)

- 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

Thursday, October 9

8:30AM Mix-n-Mingle Rooms Open

9:00AM Establishing Trust and Credibility

Carolyn Miller (and 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

12:00PM Instructions for Tomorrow and Adjourn

Friday, October 10

8:30AM Mix-n-Mingle Rooms Open

9:00AM Navigating Legal Issues

Carolyn Miller (and 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 Instructions for Week II and Adjourn



Fundamental Supervisory Practices-Week II

October 20-23, 2025

ONLINE

Monday, October 20

8:30AM Mix-n-Mingle Rooms Open

9:00AM Understanding Generational & Other Differences Eleanor Green (and Mike Brown)

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

12:00PM Instructions for Tomorrow and Adjourn

Tuesday, October 21

8:30AM Mix-n-Mingle Rooms Open

9:00AM Effectively Communicating with Staff Eleanor Green (and Mike Brown)

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

12:00PM Instructions for Tomorrow and Adjourn

Wednesday, October 22

8:30AM Mix-n-Mingle Rooms Open

9:00AM Checking Yourself Carolyn Miller (and Mike Brown)

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

12:00PM Instructions for Tomorrow and Adjourn

Thursday, October 23

8:30AM **Mix-n-Mingle Rooms Open**

9:00AM **Feedback and Coaching**

Carolyn Miller (and Mike Brown)

- 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

12:00PM **Adjourn**