



Fundamental Supervisory Practices

June 1-5, 2026

Western Carolina University-Biltmore Park, Asheville

8:30AM-4:00PM

Monday, June 1

8:30AM Setting the Context

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 in

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, June 2

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 in

1:00PM Skills Needed to Be An Effective Supervisor

Carolyn Miller

- 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

Wednesday, June 3

8:30AM Navigating Legal Issues

Carolyn Miller

- 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 in

1:00PM Understanding Generational and Other Differences

Carolyn Miller

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

4:00PM Instructions for Tomorrow and Adjourn

Thursday, June 4

8:30AM Effectively Communicating with Staff

Eleanor Green

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

12:00PM Lunch in

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

Friday, June 5

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