Monday,
8:30AM  Setting the Context
  - 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  Lunch at School of Government

1:00PM  Your True TILT and How to Use it
  - Getting Comfortable with Learning New Things about yourself
  - The TILT model and you
  - Why TILT?
  - Exploring True Tilt patterns

4:00PM Adjourn

Day One Assignments:
Complete the Skills and Knowledge Needed for Supervision

Tuesday,
8:30AM  Your True TILT and How to Use it, Continued
  - Choosing Agility
  - Tilting To Context
  - Personas-what are they and how to use them.
  - Personal Development

12:00PM  Lunch at School of Government

1:00PM  Skills Needed to Be An Effective Supervisor
  - 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

4:00PM  Instructions for Tomorrow and Adjourn
Day Two Assignments:
Complete the Day 1-2 Reflection Questions
Complete the Navigating Legal Issues- What Do You Think Quiz

Wednesday,
8:30AM Navigating Legal Issues
- 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 Tomorrow and Adjourn

1:00PM Diversity, Inclusion, and Belonging: Managing Multiple Generations
- Your First Thoughts
- Stereotypes and Dispelling Myths
- Diversity Wheel
- Managing Multiple Generations

4:00PM Adjourn

Day Three Assignment:
Suggested Reading--How to Manager Intergenerational Conflict in the Workplace

Thursday,
8:30AM Effectively Communicating with Staff
- Importance of Communication
- Review of the Communication Process
- Active Listening Techniques
- Role and Types of Questions
- Ladder of Inference

12:00PM Lunch at the School of Government

1:00PM Checking Yourself
- Drama Triangle
- Emotional Triggers
- Getting Out of the Drama Triangle
- I messages
- Performance Conversation Planning

4:00PM Adjourn
Friday,
8:30 AM  Feedback and Coaching
- 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

Day Five Assignment:
Complete your Personal Development Plan