

Effective Supervisory Management Program

September 30 – October 4, 2019

Cabarrus County Governmental Center, Concord, NC

Monday, September 30

8:15 am	Check-in and light continental breakfast	
8:30 am	Introductions	
	Manager as Street-Level Leader	Donna Warner
	Welcome to Supervising Others	
12:30 pm	Lunch (provided)	
1:15 pm	Working with Multiple Generations	Mary Hemphill
4:45pm	Recess	

Tuesday, October 1

8:30 am	Communication and Conflict Resolution	Mary Jane Nirdlinger
12:30 pm	Lunch (provided)	
1:15 pm	Communication and Conflict Resolution – Continued	Mary Jane Nirdlinger
3:00 pm	Decision Making	Mary Jane Nirdlinger
4:45 pm	Recess	

Wednesday, October 2

8:30 am	Decision-Making Case	Mary Jane Nirdlinger
10:00 am	Human Behavior	Becky Veazey
12:30 pm	Lunch (provided)	
1:15 pm	Human Behavior - continued	Becky Veazey
4:45 pm	Recess	

Thursday, October 3

8:30 am	Leadership	Dale Smith
12:30 pm	Lunch (provided)	
1:15 pm	Motivation	Dale Smith
4:45 pm	Recess	

Friday, October 4

8:30 am	Coaching and Feedback	Eleanor Green
12:00 pm	Evaluations and Graduation	
12:30 pm	Adjourn	