Fundamental Supervisory Practices-Week I
9:00AM - 12:00PM
ONLINE

Monday,
8:30AM Check-in/Log-in

9:00AM 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
• Citizens vs. Customers

12:00PM Instructions for Tomorrow and Adjourn

Tuesday,
8:30AM Mix-n-Mingle Rooms

9:00AM 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

12:00PM Instructions for Tomorrow and Adjourn

Wednesday,
8:30AM Mix-n-Mingle Rooms

9:00AM 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

12:00PM Instructions for Tomorrow and Adjourn
Thursday,
8:30AM Mix-n-Mingle Rooms

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

Friday,
8:30AM Mix-n-Mingle Rooms

9:00AM 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.
  • Creating your personal development plan to assist in the transfer of training from the classroom to the job.

12:00PM Instructions for Week II and Adjourn
Fundamental Supervisory Practices-Week II
9:00AM-12:00PM
ONLINE

**Monday,**
8:30AM Mix-n-Mingle Rooms

9:00AM Diversity, Inclusion, and Belonging: Managing Multiple Generations
  - Your First Thoughts
  - Stereotypes and Dispelling Myths
  - Diversity Wheel
  - Managing Multiple Generations

12:00PM Instructions for Tomorrow and Adjourn

**Tuesday,**
8:30AM Mix-n-Mingle Rooms

9:00AM Effectively Communicating with Staff
  - Importance of Communication
  - Review of the Communication Process
  - I statements
  - Active Listening Techniques
  - Role and Types of Questions
  - Ladder of Inference

12:00PM Instructions for Tomorrow and Adjourn
Wednesday,
8:30AM  Mix-n-Mingle Rooms

9:00AM  Checking Yourself
- Checking Assumptions and Inferences
- Drama Triangle
- Emotional Triggers
- Getting Out of the Drama Triangle
- Conflict Management Styles
- Performance Conversation Planning

12:00PM  Instructions for Tomorrow and Adjourn

Thursday,
8:30AM  Mix-n-Mingle Rooms

9:00AM  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

12:00PM  Adjourn