



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