Advanced Supervisory Practices
9:00AM - 4:00PM
School of Government, Chapel Hill

**Day One: Building Positive Influence**
9:00AM – Noon
• Welcome and expectation for learning
• Review of key concepts: Tilt, Learning Model, and Learning Agility
• Introduction for Emotional Intelligence

12:00PM Lunch

1:00PM – 4:00PM
• Defining and understanding the Eqi subscales through activities and discussion
• Examining your own EQ-I 2.0 Results
• Personal development planning to build your emotional intelligence
• Working with Learning Partners

**Day Two: Managing Performance, Solving Problems and Resolving Conflict with Emotional Intelligence**
9:00AM – 12:00PM
• Building emotional intelligence in yourself and others to enhance your personal and organizational effectiveness
• Review of skills used in effective problem-solving
• Coaching employees to help others solve problems and build emotional intelligence
• Practice using skills to facilitate effective problem-solving

12:00PM – 1:00PM Lunch

1:00PM – 4:00PM
• Examining styles of conflict resolution
• Resolving conflicts collaboratively using a mutual learning approach
• Values, assumptions, and behaviors of mutual learning
• Practice using collaborative conflict resolution skills for managing employee performance
Day Three: Group Problem Solving and Working with Teams

9:00AM – Noon
- Leading effective meetings
- Facilitating group problem-solving
- Group problem-solving simulation and facilitation practice

12:00PM – 1:00PM Lunch

1:00PM – 4:00PM
- Understanding teams and teamwork
- The 5 behaviors of a cohesive team
- Examining the Team Performance Model

Day Four: Leading Effective Teams and Taking it Back Home

9:00AM - Noon
- Team Tilt
- Leadership and the 12 agilities
- Balancing polarities
- How to build positive influence
- Diagnosing your team and helping your team become more agile

12:00PM – 1:00PM Lunch

1:00PM – 4:00PM
- Understanding origination dynamics: tops, middles, bottoms, and customers
- Increasing your ability to partner with others
- Bringing it together and taking it back home