Monday, March 22
8:30AM Mix-n-Mingle Rooms

9:00AM Diversity, Inclusion, and Belonging: Managing Multiple Generations
  Dale Smith (and Rick Rocchetti)
  • Your First Thoughts
  • Stereotypes and Dispelling Myths
  • Diversity Wheel
  • Managing Multiple Generations

12:00PM Instructions for Tomorrow and Adjourn

Post-Class Assignment: All documents are in the Homework Packet
  • Suggested reading: “How to Manage Intergenerational Conflict in the Workplace”
  • Meet with Learning Partner to discuss Reflection Questions
  • Susan will send you a short email with a brief description that you will need to have for an exercise on Tuesday. Don’t share the information with anyone until you are participating in the exercise.

Tuesday, March 23
8:30AM Mix-n-Mingle Rooms

9:00AM Effectively Communicating with Staff
  Donna Warner (and Rick Rocchetti)
  • 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

Post-Class Assignment: All documents are in the Homework Packet
  • Read "Who’s Got the Monkey” – Harvard Business Review article
Wednesday, March 24
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

Donna Warner (and Rick Rocchetti)

12:00PM  Instructions for Tomorrow and Adjourn

Post-Class Assignment:  All documents are in the Homework Packet
• Complete Performance Conversation Planning Worksheet prior to Day 9
• Meet with learning partner to discuss Communication Reflection questions

Thursday, March 25
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

Donna Warner (and Rick Rocchetti)

Post-Class Assignment:  All documents are in the Homework Packet
• Complete FSP Personal Development Plan and share with your supervisor and staff as desired
• Commit to making changes identified in the Personal Development Plan
• Contact course instructors with questions

12:00PM  Adjourn