



Fundamental Supervisory Practices-Week II

May 17-20, 2021

9:00AM-12:00PM

ONLINE

Monday, May 17

8:30AM Mix-n-Mingle Rooms

**9:00AM Diversity, Inclusion, and Belonging:
Managing Multiple Generations**

Asila Calhoun (and Eleanor Green)

- 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, May 18

8:30AM Mix-n-Mingle Rooms

9:00AM Effectively Communicating with Staff

Donna Warner (and Eleanor Green)

- 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, May 19

8:30AM Mix-n-Mingle Rooms

9:00AM Checking Yourself

Rick Rocchetti (and Eleanor Green)

- 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

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, May 20

8:30AM Mix-n-Mingle Rooms

9:00AM Feedback and Coaching

Rick Rocchetti (and Eleanor Green)

- 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

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