



Fundamental Supervisory Practices-Week II

November 16-19, 2020

9:00AM-12:00PM

ONLINE

Monday, November 16

Dale Smith

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

Post Class Assignment

- Suggested reading: "How to Manage Intergenerational Conflict in the Workplace"
- Meet with Learning Partner to discuss Reflection Questions in Day 6 participant materials

Tuesday, November 17

Donna Warner

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

Post Class Assignment

- Read "Who's Got the Monkey" – Harvard Business Review article in Day 7 participant materials

Wednesday, November 18

Eleanor Green

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

Post Class Assignment

- Complete Performance Conversation Planning Worksheet found in Day 8 participant materials prior to Day 9.
- Meet with learning partner to discuss Communication reflection questions in Day 8 participant materials.

Thursday, November 19

Donna Warner

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

Post Class Assignment

- 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