Fundamental Supervisory Practices-Week II

September 27-30, 2021
9:00AM-12:00PM
ONLINE

Monday, September 27

8:30AM  Mix-n-Mingle Rooms

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

12:00PMInstructions for Tomorrow and Adjourn

Tuesday, September 28

8:30AM  Mix-n-Mingle Rooms

9:00AM  Effectively Communicating with Staff  Carolyn Miller (and Dale Smith)
        • 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, September 29**

**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

*Carolyn Miller (and Dale Smith)*

**12:00PM  Instructions for Tomorrow and Adjourn**

**Thursday, September 30**

**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

*Carolyn Miller (and Dale Smith)*

**12:00PM  Adjourn**