

# Effective Supervisory Management Program

March 30 – April 3, 2020

Crowne Plaza, Hickory, NC

## Monday, March 30

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8:15 am	Check-in and light continental breakfast	
8:30 am	Introductions	
	<b>Manager as Street-Level Leader</b>	Donna Warner
	<b>Welcome to Supervising Others</b>	
12:30 pm	Lunch (provided)	
1:15 pm	<b>Working with Multiple Generations</b>	Mary Hemphill
4:45pm	Recess	

## Tuesday, March 31

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8:30 am	<b>Communication and Conflict Resolution</b>	Mary Jane Nirdlinger
12:30 pm	Lunch (provided)	
1:15 pm	<b>Communication and Conflict Resolution</b> – Continued	Mary Jane Nirdlinger
3:00 pm	<b>Decision Making</b>	Mary Jane Nirdlinger
4:45 pm	Recess	

## Wednesday, April 1

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8:30 am	<b>Decision-Making Case</b>	Mary Jane Nirdlinger
10:00 am	<b>Human Behavior</b>	Becky Veazey
12:30 pm	Lunch (provided)	
1:15 pm	<b>Human Behavior</b> - continued	Becky Veazey
4:45 pm	Recess	

## Thursday, April 2

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8:30 am	<b>Leadership</b>	Dale Smith
12:30 pm	Lunch (provided)	
1:15 pm	<b>Motivation</b>	Dale Smith
4:45 pm	Recess	

## Friday, April 3

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8:30 am	<b>Coaching and Feedback</b>	Eleanor Green
12:00 pm	Evaluations and Graduation	
12:30 pm	Adjourn	