



# Fundamental Supervisory Practices

**June 3-7, 2024**

Western Carolina University's Biltmore Park Campus, Asheville, NC

8:30AM-4:00PM

## **Monday, June 03**

**Room BP 346**

**8:10AM Breakfast**

**Room BP 343**

### **8:30AM Setting the Context**

**Rick Rocchetti**

- Welcome, Introductions and Expectations
- Overview of Program/Program Expectations/Learning Partner
- Learning Agility and its importance for this program
- Learning Model overview
- Stakeholder Identification Activity
- Public Service-a calling and the role of government
- Supervision in the public sector

**12:00PM Lunch at WCU Biltmore Park Campus**

**Room BP 343**

### **1:00PM Your True TILT and How to Use it**

**Rick Rocchetti**

- Getting Comfortable with Learning New Things about yourself
- The TILT model and you
- Why TILT?
- Exploring True Tilt patterns

**4:00PM Adjourn**

### **Post-Class Assignment:**

Complete the Skills needed for Supervision Worksheet

## **Tuesday, June 04**

**Room BP 346**

**8:10AM Breakfast**

**Room BP 343**

### **8:30AM Your True TILT and How to Use it**

**Rick Rocchetti**

- Choosing Agility
- Tilting To Context
- Personas-what are they and how to use them.
- Personal Development

**12:00PM Lunch at WCU Biltmore Park Campus**

**Room BP 343**

### **1:00PM Skills Needed to Be An Effective Supervisor**

**Asila Calhoun**

- Skills needed for supervision
- Behaviors of the Best and Worst Supervisors

- Moving from Buddy to Boss
- Establishing Trust and Credibility with your Direct Reports
- Working with your Learning Partner

#### **4:00PM Instructions for Tomorrow and Adjourn**

#### **Post-Class Assignment:**

Meet with learning partner to discuss Day 1-2 Reflection Questions  
Complete the Navigating Legal Issues True/False Questionnaire

### **Wednesday, June 05**

**Room BP 346**

**8:10AM Breakfast**

**Room BP 343**

#### **8:30AM Navigating Legal Issues**

**Asila Calhoun**

- Identify the legal issues and key employment laws you have to navigate as a supervisor.
- Review EEOC protected classes and review best practices to prevent discrimination claims.
- Discuss strategies for creating a productive and safe working environment free from harassment.
- Evaluate common employment situations and determine possible response strategies and resources needed for an appropriate response.

#### **12:00PM Lunch at WCU Biltmore Park Campus**

**Room BP 343**

#### **1:00PM Diversity, Inclusion, and Belonging: Managing Multiple Generations**

**Asila Calhoun**

- Your First Thoughts
- Stereotypes and Dispelling Myths
- Diversity Wheel
- Managing Multiple Generations

#### **4:00PM Adjourn**

#### **Post-Class Assignment:**

Suggested reading: "How to Manage Intergenerational Conflict in the Workplace"

### **Thursday, June 06**

**Room BP 346**

**8:10AM Breakfast**

**Room BP 343**

#### **8:30AM Effectively Communicating with Staff**

**Carolyn Miller**

- Importance of Communication
- Review of the Communication Process
- Active Listening Techniques
- Role and Types of Questions
- Ladder of Inference

#### **12:00PM Lunch at WCU Biltmore Park Campus**

**Room BP 343**

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**1:00PM Checking Yourself****Carolyn Miller**

- Drama Triangle
- Emotional Triggers
- Getting Out of the Drama Triangle
- I messages
- Performance Conversation Planning

**4:00PM Adjourn****Friday, June 07****Room BP 346****8:10AM Breakfast****Room BP 343****8:30AM Feedback and Coaching****Carolyn Miller**

- 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

Send an email to your Learning Partner using an "I" message to recognize them for how they helped you during FSP program.

Contact course instructors with questions