



# Fundamental Supervisory Practices-Week II

**May 19-22, 2025**

9:00AM-12:00PM

**ONLINE**

## **Monday, May 19**

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**8:30AM Mix-n-Mingle Rooms**

**Dale Smith (and Asila Calhoun)**

**9:00AM Understanding Generational and Other Differences**

- Your First Thoughts
- Types of Bias
- Stereotypes and Dispelling Myths
- Managing Generational Differences

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

## **Tuesday, May 20**

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**8:30AM Mix-n-Mingle Rooms**

**9:00AM Effectively Communicating with Staff**

**Dale Smith (and Asila Calhoun)**

- Importance of Communication
- Review of the Communication Process
- Active Listening Techniques
- Staying Curious: Asking Questions
- Ladder of Inference

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

## **Wednesday, May 21**

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**8:30AM Mix-n-Mingle Rooms**

**9:00AM Checking Yourself**

**Dale Smith (and Asila Calhoun)**

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

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

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## **Thursday, May 22**

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**8:30AM**   **Mix-n-Mingle Rooms**

**9:00AM**   **Feedback and Coaching**

**Dale Smith** (and Asila Calhoun)

- 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

**12:00PM**   **Adjourn**