



# Fundamental Supervisory Practices-Week II

February 17-20, 2025

9:00AM-12:00PM

ONLINE

## Monday, February 17

---

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

**Mike Brown (and Dale Smith)**

### 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, February 18

---

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

**Mike Brown (and Dale Smith)**

### 9:00AM Effectively Communicating with Staff

- 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, February 19

---

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

**Mike Brown (and Dale Smith)**

### 9:00AM Checking Yourself

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

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

---

## **Thursday, February 20**

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

**Mike Brown (and Dale Smith)**

### **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

**12:00PM** **Adjourn**