

ENHANCING ORGANIZATIONAL CAPACITY

Sample New Supervisor Academy Agenda

DAY 1

AM **Course Introduction and Overview** **Leadership and the Practice of Supervision**

Through a simulation, participants explore the five leadership practices and how they apply to supervising today's workforce. Participants complete the DiSC Personal Profile and discuss the value of self-knowledge to effective supervision.

PM **Basics of Supervision**

Introduction to the supervisor's role in contemporary public sector organizations. Examines differences between leading and 'bossing' with an emphasis on competencies of successful supervisors. Examines transition from peer to supervisor. An action plan is completed to implement over the academy.

DAY 2

AM **Communication Skills - I**

Techniques to help supervisors develop clear communications practices and respond more effectively to others. Includes a self-assessment focused on appreciating differences in other's styles and approaches to interpersonal relations.

PM **Local Government Structure, MOU, Labor and Other Workplace Rules: *Staying Out of Trouble!***

Introduces supervisors to the basics of the Council-Board/Manager form of government, state and federal workplace laws they need to be aware of, and local policies and practices. Participants discuss typical problems supervisors encounter in complying with workplace rules.

DAY 3

AM **Communication Skills - II**

Techniques to help supervisors give and receive feedback, coach and mentor employees, and improve listening skills, and respond more effectively to others. Explores the role of a supervisor in coaching employee skills and mentoring personal development.

PM **Motivation: *Influencing Staff and Maintaining Employee Motivation***

Helps supervisors learn to bring out the best in themselves and others. Examines what motivates and demotivates people. Provides tools for building credibility, encouraging the heart, and increasing work group productivity.

DAY 4

AM **Delegation and Empowerment**

How to pass responsibility on to others. Focuses on the differences between delegation and empowerment and which to use in various situations. Provides strategies for effectively enable others to act.

PM **Problem Solving and Decision-Making**

Identify problem causes, explore alternative solutions, evaluate results, and arrive at solutions that have greater acceptance and success. Methods and strategies for making more effective, decisive and self-confident decisions.

DAY 5

AM **Conflict Management and Resolution**

Helps supervisors understand the nature of workplace conflict, recognize the value of managed conflict, and learn practical skills of conflict management.

PM **Process Improvement - I**

Supervisors are introduced to the tools of process improvement. Flow charts, affinity diagram, Parato chart, fishbone, force field analysis and improvement storyboards are among the tools introduced. Participants apply their knowledge in a class project to address a real process improvement project to enhance customer service and/or work quality.

DAY 6

AM **Process Improvement - II**

Continuation of process improvement class. Follows up on assignment from last class to collect data and begin identifying improvement opportunities in a real process.

Leading and Coping With Change: *Moving employees through a difficult process*

Reviews the change process and the reasons for resistance to change. Identifies techniques for successful change implementation, overcoming resistance, and personally coping with change. How to stay cool, calm, and in control during chaotic times.

PM **Collaboration and Building Networks**

Identifies the purposes and processes of collaborative work projects. Emphasis is on creating win/win relationships which foster positive results across the organization.

Putting it All Together

Conclusion of the Academy provides opportunity for experts to share their experience and participants to learn from each other as they tie together the six sessions.