

Supervising and Managing People Workshop  
April 19-20, 2018

Presented by

**FlashPoint.**

Day One

- 8:00 a.m.      **Registration and Continental Breakfast**
- 8:30 a.m.      **Your Role as a Manager**  
As a manager, addressing multiple responsibilities, challenging environments, and constant change is necessary. The dual responsibilities of assisting with the work in your department and managing others can feel overwhelming. This session provides foundational definitions of what it means to be a manager and the rewards and challenges that go with the role.
- 10:30 a.m.      **Break**
- 10:45 a.m.      **Your Management Style**  
As a manager, having self-awareness of how you “show up” to others is critical, and this session introduces participants to one of the most powerful tools to understand what that looks like. The DiSC® learning model and the four basic styles of management provide that awareness using videos, an overview of each style, and discussions on the aspects of managing that participants tend to enjoy or find draining. Managers will reflect on what they learned and will be well-positioned to understand possible adaptations to be made to strengthen relationships with others.
- 11:45 a.m.      **Lunch (provided)**
- 12:45 p.m.      **Your Management Style, cont.**
- 1:45 p.m.      **Break**
- 2:00 p.m.      **Communication Skills for Managers**  
Effective communication is a challenge in any organization and even more of a challenge for managers. This session provides clarity around what effective communication looks like, what skill level is needed for anyone in a managerial role, and how you can effectively communicate within a team and across the organization.
- 3:15 p.m.      **Break**
- 3:30 p.m.      **Communication Skills for Managers, cont.**
- 4:30 p.m.      **Adjourn for the Day**

## Day Two

- 8:00 a.m.      **Continental Breakfast**
- 8:30 a.m.      **Conflict Management**  
Managers are constantly dealing with disagreements, disputes, or differences of opinion with customers, co-workers, and direct reports. This session provides ways that diffuse emotion, bring the focus back to the issue at hand, and promote a positive ending to the problem for all parties.
- 10:30 a.m.      **Break**
- 10:45 a.m.      **Providing Performance Feedback**  
Providing performance feedback is an important part of any employee's performance management. Constructive coaching and feedback help employees on a couple of levels: they become more committed to, and invested in, not only their own work outcomes but also their organization's overall success. This session will provide managers with a general process for providing performance feedback that keeps employees aligned with performance goals and standards.
- 11:45 a.m.      **Lunch (provided)**
- 12:45 p.m.      **Providing Performance Feedback, cont.**
- 1:45 p.m.      **Break**
- 2:00 p.m.      **Engagement and Motivation**  
In today's competitive business landscape, employees need to achieve, grow, and contribute more than ever before. Employees who are recognized for their efforts are more likely to be engaged—and engaged employees are more motivated to achieve the organization's goals and more likely to go the extra mile when necessary. This session provides tools and strategies for building an environment that leads to increased employee engagement.
- 3:15 p.m.      **Break**
- 3:30 p.m.      **Engagement and Motivation, cont.**
- 4:30 p.m.      **Adjourn**