

Supervising and Managing People Workshop  
February 12-13, 2019

Presented by

**FlashPoint.**

Day One

- 8:00 a.m.      **Registration and Continental Breakfast**
- 8:30 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.
- 10:30 a.m.      **Break**
- 10:45 a.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.
- 11:45 a.m.      **Lunch (provided)**
- 12:45 p.m.      **Communication Skills for Managers, cont.**
- 1:45 p.m.      **Break**
- 2:00 p.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.
- 3:15 p.m.      **Break**
- 3:30 p.m.      **Conflict Management, cont.**
- 4:30 p.m.      **Adjourn for the Day**

## Day Two

- 8:00 a.m.      **Continental Breakfast**
- 8:30 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.
- 10:30 a.m.      **Break**
- 10:45 a.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.
- 11:45 a.m.      **Lunch (provided)**
- 12:45 p.m.      **Engagement and Motivation, cont.**
- 1:45 p.m.      **Break**
- 2:00 p.m.      **Managing Through Change**  
Developing effective change leadership skills will position you for both personal and professional success, including the ability to lead others through an ever-changing and dynamic workplace. This session provides managers with an understanding of the role of the leader during times of change, as well as the skills needed to lead others through change.
- 3:15 p.m.      **Break**
- 3:30 p.m.      **Managing Through Change, cont.**
- 4:30 p.m.      **Adjourn**