

Supervising and Managing People Virtual Workshop

May 14-15, 2020

All times listed are Eastern Time

Presented by

FlashPoint.

May 14, 2020

- 10:00 a.m. Introduction and Your Management Style**
As a manager, having self-awareness of how you “show up” to others is critical, especially during this time of stress, 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.
- 11:15 a.m. Break**
- 11:30 a.m. Your Management Style (cont.)**
- 12:30 p.m. Break/Lunch**
- 1:15 p.m. Managing Through Change and Uncertainty**
Developing effective change leadership skills will position you for both personal and professional success, including the ability to lead others through our ever-changing and dynamic workplace. This session provides managers with an understanding of the role of the leader during times of change and uncertainty, as well as the skills needed to lead others through change.
- 2:30 p.m. Break**
- 2:45 p.m. Managing Through Change and Uncertainty (cont.)**
- 4:00 p.m. Adjourn for the Day**

May 15, 2020

- 10:00 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.
- 11:15 a.m. **Break**
- 11:30 a.m. **Conflict Management (cont.)**
- 12:30 p.m. **Break/Lunch**
- 1:15 p.m. **Coaching and Performance Feedback**
Providing coaching and 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.
- 2:30 p.m. **Break**
- 2:45 p.m. **Coaching and Performance Feedback (cont.)**
- 3:30 p.m. **Action Planning and Wrap Up**
- 4:00 p.m. **Adjourn**