

Supervising and Managing People Workshop

Presented by

FlashPoint.

Day One

- 8:00 a.m. Registration and Continental Breakfast**
- 8:30 a.m. Introduction and Your Management Style**
As a manager, having self-awareness of how you “show up” to others is critical, especially during times of stress, and this session introduces you 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 you tend to enjoy or find draining. You will reflect on what you learned and will be well-positioned to understand possible adaptations to help strengthen relationships with others.
- 10:15 a.m. Break**
- 10:30 a.m. Connection Through Assertive Communication**
Once you understand your management style and how that impacts how you tend to manage, you’ll be positioned to create deeper connections with your team, your peers, and your manager. The key to deeper relationships is strong communication—specifically assertive communication.
- 12:00 p.m. Lunch (provided)**
- 12:45 p.m. Alignment Through Goal Setting**
In order to get your results achieved you’ll need to move from managing self to managing the individuals on your team. You’ll have to align everyone toward that common direction through an effective goal-setting process.
- 2:15 p.m. Break**
- 2:30 p.m. High Performance Through Feedback**
Setting goals and creating clarity isn’t a one-time task – it’s about continuous alignment through positive and constructive feedback. You’ll learn a simple technique to deliver feedback and begin to practice on common management scenarios.
- 4:00 p.m. Adjourn for the Day**

Day Two

8:00 a.m. **Continental Breakfast**

8:30 a.m. **Cohesion Through Team Dynamics**

In the second day we'll move from self and individuals to team management. Undoubtedly as you lead your teams toward organizational goals, you'll face challenges. You will learn the skills to make sure your team cohesion stays strong and that you foster a positive team culture.

10:15 a.m. **Break**

10:30 a.m. **Resolution Through Productive Conflict**

Along the way there will be conflict. It's inevitable. We'll help you better understand the sources of conflict and how to successfully manage through them. Knowing the origins of conflict is even more important in these volatile and ambiguous times of change.

12:00 p.m. **Lunch (provided)**

12:45 p.m. **Navigation Through Change**

Managers set the example for how their teams will react and respond to change. You'll learn how to identify the three stages of change transition, and how you can navigate your team through uncharted territory.

2:15 p.m. **Break**

2:30 p.m. **Momentum Through Coaching**

Finally, the most important skill that connects to all the other capabilities: coaching. By mastering the skill of coaching you'll be able to keep your team on track as you navigate a dynamic landscape, help them grow in their careers, and foster the unique potential within every team member.

4:00 p.m. **Action Planning and Wrap Up**

4:15 p.m. **Adjourn**