



Leadership Institute Training

Supervisory Management

AGENDA

San Francisco, CA

November 5-8, 2012

Day One - - "Understanding Your Role as Supervisor"

8:30 a.m.	Registration and Sign-In
9:00 a.m.	Welcome, Schedule, and 'Getting to Know You'
10:00 a.m.	Course Introduction and Overview Organization Clarity – Where Do I Fit In?
10:30 a.m.	Break
10:45 a.m.	Exploring the Supervisor's Roles and Skills
12:00 p.m.	Lunch
1:15 p.m.	Exploring the Supervisor's Roles and Skills (Continued)
2:00 p.m.	On Recruiting, Hiring, and Retaining Top Talent Performance Appraisals: a Fresh Approach
2:45 p.m.	Break
3:00 p.m.	AMERIND Topic: Coverage Overview and HR 101
4:15 p.m.	Conclusion & Wrap-up
4:30 p.m.	End of Day 1

Day Two - - **“Managing Conflict and Building Effective Teams”**

8:30 a.m.	Welcome and Personal Reflections on Day One
8:45 a.m.	Understanding and Managing Conflict for Positive Changes
9:30 a.m.	The Difficult Employee
10:15 a.m.	Break
10:30 a.m.	Understanding the Stages of Conflict Escalation
11:00 a.m.	Conflict Styles Managing Conflict
12:00 p.m.	Lunch
1:15 p.m.	Power of Listening Round Table Coaching
2:45 p.m.	Break
3:00 p.m.	Five Dysfunctions of a Team Model Six Thinking Hats
4:15 p.m.	Conclusion & Wrap Up
4:30 p.m.	End of Day 2

Day Three - - **“Motivation and Leadership”**

8:30 a.m.	Welcome and Personal Reflections on Day Two
8:45 a.m.	Exploring and Understanding the Theories of Employee Motivation
10:00 a.m.	Break
10:15 a.m.	Dan Pink on “Surprising Science of Motivation” Developing and Applying Your Theory of Motivation: What Really Works?
12:00 p.m.	Lunch
1:15 p.m.	Power Base Inventory: Assessing Leadership & Influence Style
2:45 p.m.	Break

3:00 p.m. to 4:00 p.m.	Taking the Honest Look in the Mirror-Your Action Plan
	Exercise: Feed Forward
4:00 p.m.	Conclusion & Wrap Up
4:30 p.m.	End of Day 3

Day Four - - **“Course Review and Exam”**

8:30 a.m.	Course Review for Exam & Course Evaluations
9:15 a.m.	Break
9:30 a.m.	Course Examination
12:30 p.m.	End of Course

Have a Safe Trip Home!

Please Note: Times and topics, as specified on the agenda, are approximate and may vary depending on the pace of the class.