

# BASIC SUPERVISORY ACADEMY

## CURRICULUM PACKAGE



**Morning** **PEER TODAY, TO SUPERVISOR TOMORROW**  
The Role of Supervisors  
Transitioning to a New Role

**Afternoon** **INTERPERSONAL RELATIONSHIPS**  
Personality Profile - True Colors  
Mastering the Message  
Communication Profile

DAY 1

**Morning** **THE FOUNDATIONAL RESPONSIBILITY OF SUPERVISORS**  
Coaching Achievement  
Managing Fundamentals

**Afternoon** **EFFECTIVE COACHING**  
The Coaching Process  
What is My Coaching Style  
Lou Holtz on Coaching

DAY 2

**Morning** **PERFORMANCE MANAGEMENT BEST PRACTICES**  
S.M.A.R.T Principles  
Techniques & Strategies to evaluate performance

**Afternoon** **CONFLICT RESOLUTION**  
Best Practices for Prevention  
Strategies for Resolution  
Hands-on Practice  
Step by step strategies to reduce conflicts in the workplace

DAY 3

**Morning** **PROBLEM SOLVING**  
Tools and Techniques for Solving Problems  
Ethical and Effective Decision-making  
How to Delegate & Follow Up

**Afternoon** **EMPLOYEE ENGAGEMENT**  
Rules of Engagement  
The Value of Recognition  
Low-Cost Recognition techniques  
Recognition Model

DAY 4

# ADVANCED SUPERVISORY ACADEMY

## CURRICULUM PACKAGE



**Morning**

### **BIGGEST STRESSORS**

Own Personality Reflection - True Colors  
Participates Input Issues - Brainstorm Solutions  
Assessments\* - Persons/Performance

**Afternoon**

### **DOCUMENTATION**

Company Policies\* - Discussion  
State Policy - Termination  
User Practice

**DAY 1**

**JOPLIN**

~~June 2~~

**Morning**

### **GATHERING INFO**

Presentations - Needed Info  
Discipline\* - Planning  
Conflicts\* - What's Needed?

**Afternoon**

### **SPEECH/COMMUNICATION**

How To Say It! - Perfect Communication  
What Words To Use (and Not Use) - Language  
Timing

**DAY 2**

**JOPLIN**

~~June 9~~

**Morning**

### **STRESS AND ATTITUDE**

Dealing With Stress - Formula  
Developing Positive Attitude - Working On A Plan  
Fish Story - Fun At Work

**Afternoon**

### **EMPLOYMENT LAWS**

Basic Laws - Standards  
Interfacing With People - Remember You

**DAY 3**

**JOPLIN**

~~June 16~~

**Morning**

### **DISCIPLINE**

Positive - How To Enact  
Corrective Success - Useful Examples

**Afternoon**

### **CONFLICTS**

Discussion - Core Issues  
Exercises - Real Life Situations

**DAY 4**

**JOPLIN**

~~June 23~~

\*Company Info from HR needed in Policy & Documentation  
Use of Basic Supervisory Academy building blocks recommended but not necessary.