



## **DAY 1: Setting the Table**

### **8:30 a.m. Introduction**

Welcomes to and introduces Primex<sup>3</sup>; participant introductions; agenda review; building orientation; reviews safety procedures.

### **8:45 a.m. Opening Exercise**

Asks participants to respond to this question....."What is the greatest supervisory challenge you are currently facing."  
Responses provide the basis for Day 4 Supervisory Solutions segment.

### **9:00 a.m. Role of the Supervisor**

This course focuses on the role the supervisor plays and the impact, both positive and negative, the supervisor has on the workplace.

You'll look at the essential functions of a supervisor, characteristics of a superior supervisor, the "customers" of a supervisor, common mistakes and the keys to effective supervision.

This course will provide a clear road map for supervisory success.

### **10:00 a.m. Break**

### **10:15 a.m. Importance of Human Factors**

Have you ever wondered what makes you and the people you supervise "tick?" This opening course establishes the foundation for the series by introducing you to how your behaviors and values can be leveraged and modified to become a more effective supervisor. You'll learn the dominant behaviors you bring to your supervisory role, how to observe the behaviors of those you supervise and when/how to modify your behaviors for greater supervisory success.

The human factor assessment exercise completed by all participants will serve as an important point of reference during this segment.

### **12:00pm Lunch**

### **12:30pm Making the Break: From Line to Supervisor**

One day you're one of the "girls/guys" and the next day you're supervising them. Now what? This segment looks at what it takes to make a smooth transition to a supervisory role. You'll learn what the reality of making the move means, the challenges you'll face and how to make the break well.

The break needs to be made whether you're an aspiring supervisor, a new supervisor or a veteran supervisor. You'll find this segment valuable in doing so.

### **1:45pm Break**

### **2:00pm Supervisory Success Steps**

Eleven steps to supervisory success are featured in this informative and valuable segment. You'll examine the following "steps" and will learn how to use them effectively: self awareness; commitment; consistency; connection; coaching; compassion; communication; fairness; firmness; credibility; action. This course goes right to the heart of the actions you'll need to succeed as a supervisor.

### **3:00pm Adjourn**



## **DAY TWO: The Core Functions**

### **8:30 a.m. Supervisor as the Risk Manager**

This segment takes a look at a critical, yet sometimes overlooked, function a supervisor plays...the supervisor as a risk manager.

Defining risk, establishing a positive risk management culture, opportunities and strategies to take the risk management lead and three key concepts to a supervisor's risk management success are addressed.

You'll recognize your role as a risk manager and will be prepared to take the action(s) needed to make a positive difference in your piece of the organization.

### **10:00 a.m. Break**

### **10:15a.m. Getting Work Done: The Power of Planning; Delegating; Coaching; Motivating**

A key to your success as a supervisor can be measured in a very simple way - are you getting the job done?

This segment focuses on what it will take to effectively plan and delegate work and how to coach and motivate employees to do it well.

### **12:00pm Lunch**

### **12:30pm Policies, Practices and Procedures: Making Them Come Alive**

The interpretation and application of policies, practices and procedures is an important part of your supervisory role. This segment looks at three common policies, practices and procedures you'll face. The role of the supervisor in performance evaluation and discipline and the critical importance of documentation in both is featured. You'll walk away with an understanding of the do's and don'ts of these very important policies, practices and procedures.

### **1:45pm Break**

### **2:00pm Laws You Need to Know**

This segment gives you a concise "laymen's" look at the legal implications of personnel files, drug and alcohol testing, Americans with Disabilities Act and Family and Medical Leave Act.

You'll understand the basic legal foundations for these issues and more importantly your role in successfully complying with them.

### **3:00pm Adjourn**



### **DAY THREE: Challenging Issues**

**8:30 a.m.      Laws You Need to Know - continued  
Harassment: Reality and Impacts**

This segment takes a look at the issue of harassment in the workplace from an “employee to employee” perspective. Though the program focuses on sexual harassment, the varied forms of harassment are noted in the program. The content provides a layman's view of harassment in a real-time straight-forward manner.

You'll explore:

- The Reality of Harassment
- The Impacts of Harassment on both the Employee and the Organization
- Harassment's Legal Framework
- Becoming Aware of Harassment in the Workplace
- The Role of the Supervisor in Taking Action to Mitigate Harassment

You will leave this segment with a clear understanding of the impacts of harassment and the importance of creating a workplace environment that does not allow harassment to occur.

**10:00 a.m.      Break**

**10:15 a.m.      Ethics and the Public Employee**

This segment explores three critical components of any workplace setting: Ethics, Courtesy and Respect. The foundation of ethical behavior will be established and ethical "red flags" will be identified. The perception or reality of a deficit in workplace courtesy and respect will also be addressed with reasons and solutions offered.

Throughout this segment the obligation and opportunity for the supervisor to create and maintain an ethical, courteous and respectful workplace will be highlighted.

**12:00pm        Lunch**

**12:30pm        The Claims Challenge**

So you think you know the workers' compensation and property and liability claims process? This segment will give you a clear idea of how the process works and the supervisor's role in it. You'll also get a chance to win valuable prizes.

**1:45pm        Break**

**2:00pm        Orchestrating and Managing Disruption and Conflict**

This segment will identify the supervisor's role in managing disruption and conflict at the organizational, team and interpersonal levels. Left unaddressed, these issues can expand into larger crises and create additional challenges and risks for the supervisor and the entity itself. Participants will also take a unique look at the importance of the supervisor's role in orchestrating disruption and conflict to improve organizational and employee effectiveness, and in achieving results.

**3:00pm        Adjourn**



## **DAY FOUR: Taking Care of Yourself and Others**

### **8:30 a.m. Dealing with Your Stress**

No doubt your job as a supervisor will be stressful from time to time. You know that, but do you know how to deal with it appropriately?

This segment will acquaint you with easy to use strategies designed help you lessen the stress you feel on the job and opportunities to assist your employees.

### **9:45 a.m. Break**

### **10:00 a.m. Building on Diversity**

Using age diversity as the focal point, this segment looks at the characteristics of various age groups, life events that shaped these characteristics, commonly held strategies and the plusses that these differing age groups bring to the workplace. Strategies the supervisor can use to relate to age diverse groups and to bring the best out of them will be discussed.

### **11:00 a.m. Five Quick Wellness Tips**

This segment presents five winning tips for your wellness. You'll leave armed with practical action you can take to get yourself well and stay well.

### **12:00pm Lunch**

### **12:30 p.m. Team Building and Problem Solving**

Using hands on exercises, you'll apply many of the themes and concepts you've heard over the course of the Supervisors' Academy to build teams and solve problems. Your imagination will be tested as you look to classmates to help solve thorny issues.

### **1:45 p.m. Break**

### **2:00pm Supervisory Solutions**

You'll end your Supervisors' Academy experience where it started by brainstorming solutions to the "greatest supervisory challenges you are currently facing" that you and your classmates identified on Day One.

### **2:55 p.m. Evaluations and Thanks**

### **3:00pm Adjourn**