

**SUPERVISORY FOUNDATIONS
 COURSE SCHEDULE & DESCRIPTIONS**

All modules will be hosted at 910 Madison Avenue, Suite 755, Memphis, TN 38163.

| | |
|--|--|
| MODULE I: OCTOBER 17 8:30-4:30 | <p>NEW SUPERVISOR CHALLENGES WORKSHOP Leah Graves, UT Employee & Organizational Development</p> <p>This participant-driven, interactive program opener introduces the <i>Supervisory Foundations</i> certificate components and engages participants to explore the challenges of supervision. Participants will identify their most common challenges as supervisors and share methods, resources, and ideas for handling challenges in supervision.</p> |
| | <p>UNDERSTANDING SUPERVISION STYLE Leah Graves, UT Employee & Organizational Development</p> <p>Understanding your supervision style is a key element to becoming a successful supervisor. In this course, discover your style as a supervisor—including your greatest strengths and areas for opportunity—and learn about individual approaches to supervision. Participants will discuss distinct supervisory styles to explore how styles relate to communication, relationship-building, decision-making, and more.</p> |
| MODULE II: OCTOBER 18 8:30-4:30 | <p>KNOW THYSELF! EMOTIONAL INTELLIGENCE IN SUPERVISION Leah Graves, UT Employee & Organizational Development</p> <p>Emotional intelligence (EQ) is a key element to success in the workplace, particularly in how we interact with others and manage relationships. Numerous components of supervision, such as decision-making, giving feedback, and managing productivity, rely on a supervisor’s grasp of self-management, skill in social interaction, and other elements of emotional intelligence. Drawing upon Daniel Goleman’s classic work, <i>Emotional Intelligence</i>, as well as other research, this course covers EQ with particular emphasis on how it relates to supervising the work of others.</p> |
| | <p>EFFECTIVE DECISION-MAKING Kendy Kallaher, UTHSC Employee Relations</p> <p>Making high-impact decisions are foundational skills in supervision. This course will explore types of decisions, decision-making styles, how supervision styles impact decision-making, and methods to enhance decision-making ability. Participants will gain an understanding of what is expected of supervisors in terms of decision-making and ways to develop confidence in decision-making.</p> |

| | |
|---|--|
| <p>MODULE III: DECEMBER 12 8:30-4:30</p> | <p>FEEDBACK DELIVERY & RESPONSE Faith Lewis, UT Employee & Organizational Development</p> <p>Why is it sometimes difficult to deliver constructive feedback, and why do corrective comments sometimes sting? Participants will review and discuss the brain science and psychology around giving and receiving feedback. This course explores the reasons why feedback often induces fear and avoidance responses and how we can conquer the emotions of feedback. Participants will practice specific techniques for handling feedback conversations and discuss the power of feedback to demonstrate belief and commitment in staff.</p> |
| <p>MODULE IV: DECEMBER 13 8:30-4:30</p> | <p>SUPERVISING ACROSS GENERATIONS Faith Lewis, UT Employee & Organizational Development</p> <p>In the modern workplace, it's not uncommon to find as many as four or five distinct generations working side by side. How do they work together? What do different generations need from their supervisors? Each generation has its own set of needs, preferences, and motivators, especially with regard to supervision. This course offers an overview of each generation as well as specific guidance for managing generation-diverse teams.</p> <hr/> <p>DELEGATION AND TEAM PRODUCTIVITY Faith Lewis, UT Employee & Organizational Development</p> <p>Delegation is an essential component of successful supervision. Participants will discuss when to delegate, what to delegate, and how to delegate effectively. Discussion and activities will focus on effective delegation techniques. Coursework will also cover a brief introduction to project management, how to approach time management concerns with staff, and ideas to build skills in creating and encouraging productivity in teams.</p> <hr/> <p>PROMOTING CIVILITY & POSITIVE WORK CLIMATE Dr. Chandra Alston, UTHSC Human Resources</p> <p>As a supervisor, you have an influence on the workplace culture and climate in your department. This course explores the impact of supervisors on team and departmental culture and promoting a climate of civility. Participants will learn how to recognize and respond to workplace disrespect and incivility, and they will discuss when it may be best to step in or let staff deal with their own interpersonal issues. Coursework emphasizes facilitating respectful and positive relations among staff.</p> <p>Following this course, participants will engage in wrap-up activities to bring the final day of the <i>Supervisory Foundations</i> program to a close.</p> |