

TACHC Mid-Level Management Session 2019
 Omni San Antonio at the Colonnade
 February 20-21, 2019

Objectives			
1) Develop an understanding and commitment to the roles, responsibilities and expectations of a supervisor. 2) Create a realistic self-assessment of one's current level of supervisory skills and actions to take to increase effectiveness. 3) Develop the skills and management approaches that increase the engagement level of every employee as both individual and team contributors. 4) Learn to conduct effective coaching sessions with employees that move from goals to action. 5) Learn the four styles of leadership and how to apply them to specific employee's development levels			
Day One		Location	
7:30		Registration & Breakfast	Grand Ballroom FG
8:30	Kickoff	Welcome <ul style="list-style-type: none"> • Introduction to Program • TACHC's purpose for this program 	Grand Ballroom FG
8:45	Workshop Objectives	Introduction to the Learning Session <ul style="list-style-type: none"> • Agenda Review • Objectives • Introductions • Working Agreements 	Grand Ballroom FG
9:15	Expectations and Outcomes	Expectations <ul style="list-style-type: none"> • What are your expectations? • What are your intentions? • Personal goal setting for the session. 	Grand Ballroom FG
10:00	What is a Supervisor	Defining the Role of a Supervisor <ul style="list-style-type: none"> • Responsibilities to the manager, peers and direct reports 	Grand Ballroom FG
10:30	Break		
10:45	Making the move to be a	Challenges Faced by Supervisors <ul style="list-style-type: none"> • Identifying the challenges of becoming a 	Grand Ballroom FG

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	Supervisor	supervisor	
11:15	Characteristics of an Exemplary Supervisor	Identifying the Characteristics of a Great Supervisor <ul style="list-style-type: none"> • What does it take to be an exemplary supervisor? 	Grand Ballroom FG
12:00	Lunch		Grand Ballroom FG
1:00	Supervisory Assessment	The Supervisory Survey <ul style="list-style-type: none"> • Self-evaluation on the behaviors and expectations of supervising others 	Grand Ballroom FG
1:30	Coaching Others	Grow Model of Coaching <ul style="list-style-type: none"> • Learning the GROW model • The Four steps of coaching effectively 	Grand Ballroom FG
1:45	The Skillful Supervisor	Learning the Requisite Skills <ul style="list-style-type: none"> • Communicating effectively through advocating and using effective questions • Listening and demonstrating understanding 	Grand Ballroom FG
3:00	Break		
3:15	Managing through Coaching Conversations	Performance Coaching <ul style="list-style-type: none"> • When and where to hold coaching sessions • Coaching across the performance cycle from setting goals to reviews • Best Practices: One-on-Ones 	Grand Ballroom FG
4:30	Closing	Wrap Up and Break for the Day	Grand Ballroom FG
Day Two			
7:30		Breakfast	Grand Ballroom FG

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8:30	Welcome Open Frame	Welcome <ul style="list-style-type: none"> • Review of Day One • Learning from Experience 	Grand Ballroom FG
8:45	Feedback	Providing Ongoing feedback <ul style="list-style-type: none"> • Feedback defined • Guidelines to giving effective feedback • Applications and Challenges 	Grand Ballroom FG
10:00	Break		
10:15		Interpersonal Styles <ul style="list-style-type: none"> • 4 Styles of Leadership • Adaptability 	Grand Ballroom FG
12:00	Lunch		Grand Ballroom FG
1:00	Situational Leadership	The Four Coaching Styles <ul style="list-style-type: none"> • Identifying what type of coaching employees need based on their development level • Adapting your Style to meet the Style of others 	Grand Ballroom FG
2:00	Managing Change	Managing in Times of Change <ul style="list-style-type: none"> • Models of Organizational Change • 5 Box Communication Approach • Leading others through Change 	Grand Ballroom FG
3:00	My Development Plan	Developing a Personal Management Development Plans <ul style="list-style-type: none"> • First Steps • Developing Yourself 	Grand Ballroom FG
4:00	Closing	Summary of Learning <ul style="list-style-type: none"> • Review • Commitments • End 	Grand Ballroom FG