

2023 SUPERVISORY SKILLS PROGRAM

SEPTEMBER 25 - 26, 2023
9:00 AM - 3:00 PM



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NEPPA has partnered with Robert J. Awkward, Ph.D., Framingham State University, in a high-caliber supervisory and leadership training for the Supervisory Skills Program.

Dr. Awkward will take participants through the Cycle of Performance Change process to create an environment that allows transformation to happen.

In Dr. Awkward Supervisory Skills Program, participants are constantly reflecting on how utilizing the skill or tool would positively impact themselves and their organization. From the very beginning, participants are encouraged to identify the changes they desire and, more specifically, the behaviors they are seeking to change or improve. They are then asked to imagine the specific results they will achieve because of these new behaviors.

WHO SHOULD ATTEND

This course is designed for:

- General Managers
- Directors
- Supervisors
- Team Leads
- Emerging Leaders
- Project Managers

COURSE OVERVIEW

The Supervisory Skills Program is designed to equip existing and emerging leaders with tangible skills to better manage themselves, their teams, and their organization.

This live, instructor-led, program will be presented in two- 6-hours sessions being held September 25, 26, from 9:00 am – 3:00 pm each day. Participants begin the Program by gaining a deeper understanding of themselves and how to communicate and lead throughout an organization. And teaching some core values of Accountability, Communication, and Respect.

Topics include:

1. Self-Awareness
2. The Four Main Duties of a Supervisor
3. Delegating and Holding People Accountable
4. The Importance of Communicating Effectively
5. Building Trust, Credibility & Respect
6. Motivational Theories
7. Coaching as a Form of Communication
8. Creating High-Performance Teams
9. Real-life Scenarios



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AGENDA

Agenda details are subject to change

Day 1: Tuesday, September 25, 2023

9:00 am to 12:00 pm (with a 15-Minute Break at 10:30 am)

Welcome & Introductions

- Learning Outcomes for Day One
- Video “Day in the Life of a Supervisor
- The Four Main Duties of a Supervisor
 - Hiring the Right People
 - Training and assimilating your staff properly.
 - Communicating Effectively
 - Delegating and Holding People Accountable
- Skill-Building Exercise

12:00 pm – 12:30 pm

- Lunch

12:30 pm – 3:00 pm (with a 15-Minute Break at 1:45 pm)

- The Importance of Communicating Effectively
 - What is communication?
 - An Effective Communication Model
 - What are the Barriers to Effective Communication?
 - The Communication Medium
 - Body Language and Non-verbal Communication
 - Listening Effectively
 - Organizational Communication
- Self-assessment or Skill-Building Exercise
- Homework: Mini-Case



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Day 2: Tuesday, September 26, 2023

9:00 am to 12:00 pm (with a 15-Minute Break at 10:30 am)

Brief Review of Prior Day's Kwey Learnings

- Discuss the Mini-Case from Day One
- Review of Motivational Theories and Their Applications
- Skill-Building Exercise
 - Timely, Constructive and Non-defensive
 - Show & Tell, and Show, Tell and Observe

12:00 pm – 12:30 pm

- Lunch

12:30 pm – 3:00 pm (with a 15-minute Break at 1:45 pm)

- On-line Video: Effective Teams
- Creating High Performing Teams
 - What is a Team?
 - How are Teams Different from Groups?
 - Types of Teams
 - Standards for Effectiveness
 - The Team Life Cycle
 - Challenges to Team Effectiveness
- Skill Building Exercise and/or Self-Assessment
- Summarize Key Learnings from Days One & Two
- Participant Evaluation



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ABOUT Robert J. Awkward, Ph.D.

Robert J. Awkward is the Program Coordinator and Academic Advisor and serves as a Visiting Professor of Human Resource Management for the Framingham State University Master of Human Resources (M.H.R.) program.

Before his career in academia, Bob enjoyed progressive, diverse, and successful human resources experiences in varied industries, including retail, manufacturing, high technology, professional services, and healthcare. Those experiences included twelve years as a senior manager serving the last three as vice president of human resources. Although Bob possesses broad human resources knowledge, his areas of expertise include staffing, employee/labor relations, managing diversity, learning and development, and organizational effectiveness.

Bob possesses a Ph.D. in Higher Education from the University of Massachusetts Boston, an M.Ed. in Human Resources Development from Boston University, and both an M.S. in Economic Policy & Planning and a B.A. in Political Science from Northeastern University.

REGISTRATION

To register, please visit the Program's page at neppa.org. Upon completion of the Program, participants will receive a Certificate of Completion from Dale Carnegie as well as from NEPPA.

Registration fees are as follows:

NEPPA Members	\$545
Non-Members	\$795

Questions?

Please contact training@neppa.org or call (978) 540-2200.





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