

Succession Planning Curriculum

**Supervisor Development Training I**

**Day One**

* + Group Discussion – What makes a “good” supervisor?
	+ Exercise – Goals for the Course & Your Career
	+ Role of the Supervisor
	+ Community Action Supervisory Standards
	+ Workplace Boundaries & Balance
		- Exercise – What is “appropriate” for work?
	+ Basic Employment Law and Resources
		- Exercise – Handbook Scavenger Hunt

**Day Two**

* + Team Building
		- Exercise – Team Building Activities
	+ Communication Skills
		- Exercise – Effective Communication
	+ Workplace Conflict Dynamics
	+ Conflict Resolution
		- Exercise – Responding to Team Conflict

**Day Three**

* + Recruitment Best Practices
	+ Evaluating Performance & Professional Development
		- Exercise – Building SMART Goals
	+ Coaching & Counseling
		- Exercise – Identifying & Responding to Issues
	+ Supervisory Practice – Role Plays!

**Supervisor Development Training II**

**Day One**

* Icebreaker
* Supervisor discussion
* Role of the Supervisor
	+ Areas of Supervisor Responsibility
	+ Going from Staff to Supervisor
	+ Leadership & Supervision Styles
* Building a Culture of Trust
	+ Committing to Your Team
	+ Building working relationships
* Creating a Motivational Climate

**Day Two**

* Communication Best Practices
	+ Communicating to Different Personalities
	+ Barriers to Effective Communication
	+ Communicating to Difficult Behaviors
	+ Active Listening
* Communication Continued
	+ Virtual/Nonverbal Communication
	+ Communicating with Assertiveness
* Conflict in the Workplace
	+ Defining and Identifying Conflict
	+ Approaches to Conflict Resolution
* Conflict Resolution Practice

**Day Three**

* Performance Management
	+ Professional Goal Setting
	+ Formal & Informal Feedback
	+ Performance Management at Community Action
* Coaching Skills & Practice
* Analyzing and Addressing Performance Problems (Counseling)
* Documentation Best Practices

**Day Four**

* Recruiting Overview
	+ Best Practices/Theories of Hiring
	+ Legal Compliance and Recruiting
* Behavioral Interviewing Techniques
* Cultural Awareness and Diversity
* Workplace Boundaries & Ethics

**Supervisor Manager Skill Series**

**Day One**

* The Role of the Supervisor/Manager
* Team Building for Performance
* Team Dynamics & Stages of Development
* Leadership Approaches & Your Personal Style
* Emotional Intelligence at Work

**Day Two**

* Performance Management Overview
* Delegation – A Professional Development Tool
* Conducting Effective Performance Feedback Meetings
* Coaching – A Leadership Skill
* Analyzing & Addressing Performance Problems - (Counseling)
* Documentation Best Practices

**Day Three**

* Communicating to Different Personality Types – PeopleMap
* Communicating to Difficult Behaviors
* Leading Through Change
* Problem-Solving & Decision-Making
* Conflict Dynamics at Work
* Approaches to Conflict Resolution
* Conflict Resolution Practice

**Day Four**

* Cultural Awareness – Diversity and Inclusion
* Hiring for Success – Best Practices
* Behavioral Interviewing
* Effective Meeting Management
* Assertiveness & AuthorityPeople Management – It’s All About Relationships!