

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!