

## Statewide Learning and Development Series Class Schedule January – June 2014

This document provides descriptions, dates, times, and locations for the learning and development classes currently scheduled.

Register through the Statewide Learning Management System (SLMS): <https://www.nyslearn.ny.gov/>.  
If you have questions about registering, call the SLMS Help Desk (518) 473-8087 or send an email to [SLMSHelpdesk@goer.ny.gov](mailto:SLMSHelpdesk@goer.ny.gov).

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TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Dept. of Corrections and Community Supervision, 1134 New Scotland Road (Classroom B22), Albany, New York 12208

**Respectful Communications (Full-day) (Capital District)**

**Date: January 14, 2014**

Description: This course is a condensed version of three half-day programs that include various aspects of respectful communication, listening concepts and impact on being respectful, and respectful behaviors through similarities and differences.

*Topics:* • Understanding the communication process • The seven barriers to communication • Recognizing five keys to effective communication • Creating an awareness of how self-perception influences communication • Learning skills to improve interpersonal communication • Identifying ways people feel respected • Learning how respect influences productivity • Understanding how self-respect influences behavior • Identifying examples of disrespect at work • Learning assertive behavior techniques • Using strategies and skills learned to practice problem solving in the workplace • Examining respectful communication through the lens of differences and similarities • Exploring the impact of diverse perspectives to understand misunderstanding • Building skills for diffusing tension while improving relationships with respectful communications • Developing personal action plans to improve communications with others

TIME: 9:00 a.m. – 12:30 p.m.

LOCATION: Hutchings Psychiatric Center, 545 Cedar Street (Library), Syracuse, New York 13210

**Responding to Aggressive Behaviors in the Workplace (Syracuse)**

**Date: January 21, 2014**

Description: This half-day training will engage participants in a realistic and practical dialogue about the prevention of workplace violence. This course will explore several approaches and techniques that can be used effectively in the workplace.

*Topics:* • Communication as an exchange between two or more people • Understanding the concept of a “critical moment” • Introduction of managing a critical moment • Managing a critical moment: first do no harm • Managing a critical moment: create a soft landing

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Dept. of Agriculture and Markets, 10B Airline Drive (PONY Room), Colonie, New York 12235

**Managing Workplace Conflict (Capital District)**

**Dates: January 21 and 22, 2014**

**Day One – Self as Mediator**

Description: This course puts the tools of the professional mediator into the hands of every employee. This skill-based course teaches employees to manage the differences that impair teamwork, quality decision making, job motivation, and cooperation.

*Topics: • Communication habits that impair effective conflict resolution • Types of conflict • The conflict and resolution cycles • A four-step self-mediation process • Putting self-mediation tools to work*

**Day Two – Manager as Mediator (Third Party Resolution)**

Description: This course enables employees to mediate conflict between others. Recommended for supervisors and managers who are responsible for the cooperative work of others.

*Topics: • Consequences of conflict • Preliminary meetings with employees • Managing the context • The three tasks of the manager-as-mediator • Contracting for agreement*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Parker Training Center, Mid-Hudson Valley Regional Training Center (Alstork Bldg. Main Classroom), 527 Turkey Hill Road, Red Hook, New York 12571

**Basic Group Facilitation Skills (Mid-Hudson)**

**Dates: February 5 and 6, 2014**

Description: The Basic Group Facilitation Skills program is a two-day program designed to provide essential group facilitation concepts and assist in the effective preparation of basic group facilitation. Participants will be given the opportunity to enhance their skills through group discussion and practice. Selected process tools and techniques will be introduced for group facilitation. Participants will identify common group facilitation challenges and become familiar with professional references and resources.

*Topics: • Essential Group Facilitation Concepts • Preparing for Basic Group Facilitation • Facilitating the Meeting • Process Tools and Techniques • Addressing Challenges in Group Facilitation • Additional Tools for Facilitators*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Dept. of Taxation and Finance, 15 MetroTech Center (Room 2W22) Brooklyn, New York 11201

***Navigating Transitions in the Workplace (Managers) (New York City)***

**Date: February 18, 2014**

Description: This program is a six hour course designed to provide managers and supervisors with key concepts and models for thinking about change. The course will provide the tools and resources to help themselves and their employees successfully navigate transitions in the workplace.

*Topics: • Looking at Change - Key Concepts and Models • Resistance to Change • Communicating Change • Learning Applications • Resources and Tools for Managers and Supervisors*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Workers Compensation Board, 100 Broadway - Room 518B, Menands, NY 12241

***Navigating Transitions in the Workplace (Managers) (Capital District)***

**Date: March 6, 2014**

Description: This program is a six hour course designed to provide managers and supervisors with key concepts and models for thinking about change. The course will provide the tools and resources to help themselves and their employees successfully navigate transitions in the workplace.

*Topics: • Looking at Change - Key Concepts and Models • Resistance to Change • Communicating Change • Learning Applications • Resources and Tools for Managers and Supervisors*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Dept. of Agriculture and Markets, 10B Airline Drive (PONY Room), Colonie, New York 12235

***Performance Evaluation: A Dynamic Tool for Supervisors (Capital District)***

**Date: March 12, 2014**

Description: This course is for supervisors who are required to evaluate the performance of their employees. It focuses on both the human dynamics and procedures involved in the performance evaluation process. At the completion of the training, supervisors will understand the value of successful performance evaluation beyond just the appraisal and how to use it as an ongoing tool for supervising a high-performing workplace. The program is highly interactive and features a job title case study.

*Topics: • Understanding the steps of the performance evaluation process • Writing clear employee job tasks and meaningful standards • Observing and assessing employee performance in objective behavioral terms • Providing effective feedback using two-way communication and incorporating personal styles • Focusing on employee development: helping employees build on their strengths and improve job performance • Conducting effective appraisal meetings*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Dept. of Agriculture and Markets, 10B Airline Drive (PONY Room), Colonie, New York 12235

**Powerful Presentations (Capital District)**

**Dates: March 18 and 19, 2014**

Description: This interactive two-day workshop will increase participant’s effectiveness and comfort when delivering presentations or conducting training.

*Topics: • This course covers learning styles, identifying and modeling characteristics of an effective presenter, techniques for co-facilitating group discussions, using various media, basic platform skills, and dealing with participants’ challenging behaviors. All participants will make a 20-minute presentation on Day 2.*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Hutchings Psychiatric Center, 545 Cedar Street (Library), Syracuse, New York 13210

**Performance Evaluation: A Dynamic Tool for Supervisors (Syracuse)**

**Date: March 19, 2014**

Description: This course is for supervisors who are required to evaluate the performance of their employees. It focuses on both the human dynamics and procedures involved in the performance evaluation process. At the completion of the training, supervisors will understand the value of successful performance evaluation beyond just the appraisal and how to use it as an ongoing tool for supervising a high-performing workplace. The program is highly interactive and features a job title case study.

*Topics: • Understanding the steps of the performance evaluation process • Writing clear employee job tasks and meaningful standards • Observing and assessing employee performance in objective behavioral terms • Providing effective feedback using two-way communication and incorporating personal styles • Focusing on employee development: helping employees build on their strengths and improve job performance • Conducting effective appraisal meetings*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Western New York DDSOO West Seneca, 1200 East & West Road, Building 16 (Classroom 3),  
West Seneca, NY 14224

**Powerful Presentations (Buffalo)**

**Dates: March 26 and 27, 2014**

Description: This interactive two-day workshop will increase participant’s effectiveness and comfort when delivering presentations or conducting training.

*Topics: • This course covers learning styles, identifying and modeling characteristics of an effective presenter, techniques for co-facilitating group discussions, using various media, basic platform skills, and dealing with participants’ challenging behaviors. All participants will make a 20-minute presentation on Day 2.*

TIME: 9:00 a. m - 4:30 p.m. (each day)

LOCATION: Taxation and Finance, Wade Rd Facility, 299 Old Niskayuna Road (Room 5), Latham, New York 12110

**Practical Skills for Supervisors (Capital District)**

**Dates: April 1, 2, 3, 2014**

Description: This course is designed for first-line supervisors. It is skill-based and examines the day-to-day challenges of helping employees perform at their optimum level. Participants share best practices, learn or revisit techniques for effective supervision, and develop an action plan to implement at their worksite.

Topics: • *Learning about generations in the workplace* • *Assessing personal styles* • *Introducing emotional intelligence* • *Negotiating conflict* • *Valuing and managing a diverse workplace* • *Motivating employees* • *Delegating appropriately* • *Solving problems* • *Managing change* • *Supervising at remote locations* • *Understanding coaching and counseling* • *Using on-the-job training* • *Creating an action plan*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Dormitory Authority (DASNY), One Penn Plaza, 52nd floor, New York, New York 10119

**Powerful Presentations (New York City)**

**Dates: April 8 and 9, 2014**

Description: This interactive two-day workshop will increase participant’s effectiveness and comfort when delivering presentations or conducting training.

Topics: • *This course covers learning styles, identifying and modeling characteristics of an effective presenter, techniques for co-facilitating group discussions, using various media, basic platform skills, and dealing with participants’ challenging behaviors. All participants will make a 20-minute presentation on Day 2.*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: OPWDD, Broome Developmental Center, 249 Glenwood Road (Classroom 3), Binghamton, New York 13905

**Foundations of Dynamic Teams (Binghamton)**

**Date: April 10, 2014**

Description: This course increases the knowledge and skills required for working successfully as a team. The topics covered include stages of team development, optimizing individual member contributions, managing difficult team situations, and decision-making processes. The course provides both self-assessment and practical application exercises in the areas of team, leader and member styles, team types, and decision-making styles.

Topics: • *How Teams Develop* • *Characteristics of Effective Teams, Leaders, and Members* • *Types of Team Members* • *Managing Team Differences* • *Team Decision-Making*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Pilgrim Psychiatric Center, 998 Crooked Hill Road (Bldg. 25, 9 North, Classroom C), West Brentwood, New York 11717

***Performance Evaluation: A Dynamic Tool for Supervisors (Long Island)***

**Date: April 10, 2014**

Description: This course is for supervisors who are required to evaluate the performance of their employees. It focuses on both the human dynamics and procedures involved in the performance evaluation process. At the completion of the training, supervisors will understand the value of successful performance evaluation beyond just the appraisal and how to use it as an ongoing tool for supervising a high-performing workplace. The program is highly interactive and features a job title case study.

*Topics: • Understanding the steps of the performance evaluation process • Writing clear employee job tasks and meaningful standards • Observing and assessing employee performance in objective behavioral terms • Providing effective feedback using two-way communication and incorporating personal styles • Focusing on employee development: helping employees build on their strengths and improve job performance • Conducting effective appraisal meetings*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: OPWDD, Broome Developmental Center, 249 Glenwood Road (Classroom 3), Binghamton, New York 13905

***Basic Group Facilitation Skills (Binghamton)***

**Dates: April 15 and 16, 2014**

Description: The Basic Group Facilitation Skills program is a two-day program designed to provide essential group facilitation concepts and assist in the effective preparation of basic group facilitation. Participants will be given the opportunity to enhance their skills through group discussion and practice. Selected process tools and techniques will be introduced for group facilitation. Participants will identify common group facilitation challenges and become familiar with professional references and resources.

*Topics: • Essential Group Facilitation Concepts • Preparing for Basic Group Facilitation • Facilitating the Meeting • Process Tools and Techniques • Addressing Challenges in Group Facilitation • Additional Tools for Facilitators*

TIME: 1:00 p.m. – 4:30 p.m.

LOCATION: Parker Training Center, Mid-Hudson Valley Regional Training Center, 527 Turkey Hill Road, Red Hook, NY 12571

***Responding to Aggressive Behaviors in the Workplace (Mid-Hudson)***

**Date: April 22, 2014**

Description: This half-day training will engage participants in a realistic and practical dialogue about the prevention of workplace violence. This course will explore several approaches and techniques that can be used effectively in the workplace.

*Topics: • Communication as an exchange between two or more people • Understanding the concept of a “critical moment” • Introduction of managing a critical moment • Managing a critical moment: first do no harm • Managing a critical moment: create a soft landing*

TIME: 9:00 a.m. – 12:30 p.m.

LOCATION: Workers Compensation Board, 100 Broadway - Room 518B, Menands, NY 12241

***Responding to Aggressive Behaviors in the Workplace (Capital District)***

**Date: May 1, 2014**

Description: This half-day training will engage participants in a realistic and practical dialogue about the prevention of workplace violence. This course will explore several approaches and techniques that can be used effectively in the workplace

*Topics: • Communication as an exchange between two or more people • Understanding the concept of a “critical moment” • Introduction of managing a critical moment • Managing a critical moment: first do no harm • Managing a critical moment: create a soft landing*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Kingsboro Psychiatric Center, 681 Clarkson Avenue (Bldg. 20 Classroom), Brooklyn, New York 11203

***Fundamentals of Project Management (New York City)***

**Dates: May 5 and 6, 2014**

Description: This course develops project management knowledge and skills in current project managers, project team members, and employees who will serve in a significant project management capacity in the near future. A separate half-day Overview of Project Management course is being developed for individuals interested in a basic introduction to project management.

*Topics: • Differentiating between processes and projects in the workplace • Understanding key project management terminology • Applying the five phases of the Project Management Lifecycle (Project Origination, Project Initiation, Project Planning, Project Execution and Control, Project Close-out) • Distinguishing key project roles and responsibilities*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Dormitory Authority (DASNY), One Penn Plaza, 52nd floor, New York, New York 10119

***Respectful Communications (Full day) (New York City)***

**Date: May 6, 2014**

Description: This course is a condensed version of three half-day programs that include various aspects of respectful communication, listening concepts and impact on being respectful, and respectful behaviors through similarities and differences.

*Topics: • Understanding the communication process • The seven barriers to communication • Recognizing five keys to effective communication • Creating an awareness of how self-perception influences communication • Learning skills to improve interpersonal communication • Identifying ways people feel respected • Learning how respect influences productivity • Understanding how self-respect influences behavior • Identifying examples of disrespect at work • Learning assertive behavior techniques • Using strategies and skills learned to practice problem solving in the workplace • Examining respectful communication through the lens of differences and similarities • Exploring the impact of diverse perspectives to understand misunderstanding • Building skills for diffusing tension while improving relationships with respectful communications • Developing personal action plans to improve communications with others*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Saratoga State Park, 19 Roosevelt Drive, Saratoga Springs, New York 12866

**Powerful Presentations (North Country)**

**Dates: May 6 and 7, 2014**

Description: This interactive two-day workshop will increase participant's effectiveness and comfort when delivering presentations or conducting training.

*Topics: • This course covers learning styles, identifying and modeling characteristics of an effective presenter, techniques for co-facilitating group discussions, using various media, basic platform skills, and dealing with participants' challenging behaviors. All participants will make a 20-minute presentation on Day 2.*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Rochester Psychiatric Center, 1111 Elmwood Avenue (G213), Rochester, New York 14620

**Fundamentals of Project Management (Rochester)**

**Dates: May 13 and 14, 2014**

Description: This course develops project management knowledge and skills in current project managers, project team members, and employees who will serve in a significant project management capacity in the near future. A separate half-day Overview of Project Management course is being developed for individuals interested in a basic introduction to project management.

*Topics: • Differentiating between processes and projects in the workplace • Understanding key project management terminology • Applying the five phases of the Project Management Lifecycle (Project Origination, Project Initiation, Project Planning, Project Execution and Control, Project Close-out) • Distinguishing key project roles and responsibilities*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Parker Training Center, Mid-Hudson Valley Regional Training Center (Alstork Bldg. Main Classroom),  
527 Turkey Hill Road, Red Hook, New York 12571

**Powerful Presentations (Mid-Hudson)**

**Dates: May 20 and 21, 2014**

Description: This interactive two-day workshop will increase participant's effectiveness and comfort when delivering presentations or conducting training.

*Topics: • This course covers learning styles, identifying and modeling characteristics of an effective presenter, techniques for co-facilitating group discussions, using various media, basic platform skills, and dealing with participants' challenging behaviors. All participants will make a 20-minute presentation on Day 2.*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Dept. of Environmental Conservation, 232 Golf Course Road (R5-Main Conference Room A),  
Warrensburg, New York 12885

**Managing Workplace Conflict (North Country)**

**Dates: May 27 and 28, 2014**

**Day One – Self as Mediator**

Description: This course puts the tools of the professional mediator into the hands of every employee. This skill-based course teaches employees to manage the differences that impair teamwork, quality decision making, job motivation, and cooperation.

*Topics: • Communication habits that impair effective conflict resolution • Types of conflict • The conflict and resolution cycles • A four-step self-mediation process • Putting self-mediation tools to work*

**Day Two – Manager as Mediator (Third Party Resolution)**

Description: This course enables employees to mediate conflict between others. Recommended for supervisors and managers who are responsible for the cooperative work of others.

*Topics: • Consequences of conflict • Preliminary meetings with employees • Managing the context • The three tasks of the manager-as-mediator • Contracting for agreement*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Office of Children and Family Services, 52 Washington Street, 144 North, Rensselaer, New York 12144

**Basic Group Facilitation Skills (Capital District)**

**Dates: May 28 and 29, 2014**

Description: The Basic Group Facilitation Skills program is a two-day program designed to provide essential group facilitation concepts and assist in the effective preparation of basic group facilitation. Participants will be given the opportunity to enhance their skills through group discussion and practice. Selected process tools and techniques will be introduced for group facilitation. Participants will identify common group facilitation challenges and become familiar with professional references and resources.

*Topics: • Essential Group Facilitation Concepts • Preparing for Basic Group Facilitation • Facilitating the Meeting • Process Tools and Techniques • Addressing Challenges in Group Facilitation • Additional Tools for Facilitators*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: OPRHP, Connetquot River State Park, 3525 Sunrise Highway, Oakdale, New York 11769

**Powerful Presentations (Long Island)**

**Dates: June 3 and 4, 2014**

Description: This interactive two-day workshop will increase participant’s effectiveness and comfort when delivering presentations or conducting training.

Topics: • This course covers learning styles, identifying and modeling characteristics of an effective presenter, techniques for co-facilitating group discussions, using various media, basic platform skills, and dealing with participants’ challenging behaviors. All participants will make a 20-minute presentation on Day 2.

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: OPRHP, Connetquot River State Park, 3525 Sunrise Highway, Oakdale, New York 11769

**Managing Workplace Conflict (Long Island)**

**Dates: June 10 and 11, 2014**

**Day One – Self as Mediator**

Description: This course puts the tools of the professional mediator into the hands of every employee. This skill-based course teaches employees to manage the differences that impair teamwork, quality decision making, job motivation, and cooperation.

Topics: • Communication habits that impair effective conflict resolution • Types of conflict • The conflict and resolution cycles • A four-step self-mediation process • Putting self-mediation tools to work

**Day Two – Manager as Mediator (Third Party Resolution)**

Description: This course enables employees to mediate conflict between others. Recommended for supervisors and managers who are responsible for the cooperative work of others.

Topics: • Consequences of conflict • Preliminary meetings with employees • Managing the context • The three tasks of the manager-as-mediator • Contracting for agreement

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Rochester Psychiatric Center, 1111 Elmwood Avenue (G213), Rochester, New York 14620

**Basic Group Facilitation Skills (Rochester)**

**Dates: June 11 and 12, 2014**

Description: The Basic Group Facilitation Skills program is a two-day program designed to provide essential group facilitation concepts and assist in the effective preparation of basic group facilitation. Participants will be given the opportunity to enhance their skills through group discussion and practice. Selected process tools and techniques will be introduced for group facilitation. Participants will identify common group facilitation challenges and become familiar with professional references and resources.

Topics: • Essential Group Facilitation Concepts • Preparing for Basic Group Facilitation • Facilitating the Meeting • Process Tools and Techniques • Addressing Challenges in Group Facilitation • Additional Tools for Facilitators

TIME: 9:00 a. m – 4:30 p.m. (each day)

LOCATION: OPRHP, Connetquot River State Park, 3525 Sunrise Highway, Oakdale, New York 11769

***Practical Skills for Supervisors (Long Island)***

**Dates: June 24, 25, 26, 2014**

Description: This course is designed for first-line supervisors. It is skill-based and examines the day-to-day challenges of helping employees perform at their optimum level. Participants share best practices, learn or revisit techniques for effective supervision, and develop an action plan to implement at their worksite.

*Topics:* • Learning about generations in the workplace • Assessing personal styles • Introducing emotional intelligence • Negotiating conflict • Valuing and managing a diverse workplace • Motivating employees • Delegating appropriately • Solving problems • Managing change • Supervising at remote locations • Understanding coaching and counseling • Using on-the-job training • Creating an action plan