Managing People: Helping People Work Better

Day 1
1:00 p.m. to 4:30 p.m. Eastern time

1. **Introduction** (30 Minutes)
   a. Introduction of Program and Participants

2. **What is a Supervisor?** (45 Minutes)
   a. Small group discussion
   b. Class discussion
   Break (10 Minutes)

3. **A Performance Model** (45 Minutes)
   a. Short lecture
   b. Small group discussion
   c. Class Discussion

4. **Employee Morale and Its Effect on Performance** (30 Minutes)
   a. Short Lecture
   b. Individual activity
   c. Class Discussion
   Break (10 Minutes)

5. **Creating Clear Performance Expectations** (40 Minutes)
   a. Individual activity
   b. Small group discussion
   c. Class Discussion

6. **Day #1 Evaluation** (15 minutes)
Day 2
1:00 p.m. to 4:30 p.m. Eastern time.

7. **Day #1 Review**
   (30 minutes)
   a. Small group discussion  
   b. Class Discussion

8. **Learning Opportunities**
   (50 minutes)
   a. Small group discussion  
   b. Class Discussion
   Break  
   (10 minutes)

9. **Rewards and Recognition**
   (40 minutes)
   a. Short lecture  
   b. Small group discussion  
   c. Class discussion

10. **Case Study: Giving Feedback**
    (55 minutes)
    a. Small group discussion
    Break  
    (10 minutes)
    b. Class discussion  
    c. Small group discussion  
    d. Class discussion

11. **Summary and Evaluation**
    (30 minutes)